Documentation

OpenScape Voice

OpenStage15 SIP

User Guide

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Important information

	For safety reasons, the telephone should only be supplied with power: • using the original power supply unit. Part number: L30250-F600-C14x (x: 1=EU, 2=US, 3=UK) or • in a LAN with PoE (Power over Ethernet), which complies with the IEEE 802.3af standard.
	Never open the telephone or a key module. Should you encounter any problems, contact the responsible service personnel.
	Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

The device conforms to the EU directive 1999/5/EC as attested by the CE marking.

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments such as bathrooms.

Product support on the internet

Information and support for our products can be found on the Internet at: http://www.siemens-enterprise.com/.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at: http://wiki.siemens-enterprise.com/.

Contents

Important information 2

Trademarks 2
Location of the telephone 3
Product support on the internet 3

General information. 11

About this manual 11
Symbols used in the manual 11
Service. 12
Intended use 12
Telephone type 12
Speakerphone quality and display legibility 12
Single-line telephone/multi-line telephone. 13

Getting to know your OpenStage phone 14

The user interface of your OpenStage 15 14
Ports on the underside of the phone. 15
Using network ports more efficiently 16
OpenStage Key Module 15 17
Keys. 18
Audio keys 18
Mailbox key and Menu key 18
Navigation keys 18
Programmable function keys 19
Trunk keys (on multi-line phones only). 20
Keypad 22
Display. 24
Idle mode. 24
Context-dependent displays 26
Records 28
Messages 28
Calls 28
Program/Service menu 29
User settings 29
Administration 30
Control and monitoring function 31

Basic functions 32

Secure voice transmission 32
Answering a call 32
Answering a call via the handset 33
Answering a call via the loudspeaker (speakerphone mode) 33
Directed pickup 34
Accept call 34
Picking up the held call 35
Switching from handset to speakerphone mode 36
Switching from speakerphone mode to the handset 37
Open listening 37
Activating/deactivating the microphone 38
Ending a call 38
Group call 39
Listening to voicemail 42
Call control 43
Two calls simultaneously 43
While dialling 43
Making calls 45
Off-hook dialing 45
On-hook dialing 46
Immediate dialing 47
Dialing using the hot or warm line function 48
Redial 49
Consulting a second party 50
Ending a consultation call 51
Switching to the held party (alternating) 51
Putting on hold and retrieving successively or simultaneously 52
Connecting parties 53
Call forwarding 54
Activate or deactivate immediate forwarding 55
Saving destination phone numbers for call forwarding 56
Activate/deactivate call forwarding 58
Call forwarding chain 61
Callback 62
Requesting callback 62
Responding to a callback 63
Allow callback 64
Calling back missed calls 65

Programmable keys. 66

List of available functions 66
Programming a key 67
Beginning programming 67
Beginning programming 68
Programming enhanced functions. 68
Repertory dial. 68
Feature toggle 70
Configuring a fixed forwarding key 71
Configuring a variable call forwarding key 72
Using programmed keys 73
Example 1: Calling saved number 73
Example 2: Call Waiting toggle Activating/deactivating 73
Example 3: Immediate ring 73
Resetting programmable keys. 74

Enhanced phone functions. 75

Incoming calls 75
Deflecting a call 75
Rejecting a call. 76
Configuring call forwarding 77
Placing a call on hold 79
Call waiting (second call) 83
Transferring a call. 88
CTI calls 91
Making calls. 93
Dialing with the DDS key. 93
Dialing a phone number from a list 93
Using autodial delay. 94
Conference 97
Local conference 97
System-based conference 100
Call lists 102
Dial entry 102
Delete all entries 102

Making calls with multiple lines 103

Incoming calls 103
Accepting calls for the primary line 103
Accepting calls for secondary lines 103
Making calls 104
Manual trunk seizure 104
Automatic trunk seizure 104
Dialing the last dialed number 105
Forwarding calls for primary line 105
During calls 106
Making and receiving calls on a single line 106
Making and receiving calls with multiple lines 106
Putting a line on hold 107
Lines with hot or warm line function 108
Busy override 109
Direct station selection keys 110
Calling a station directly 110
Call pickup 111
Deflecting a call to a DSS station 112
LED display on DSS keys 112
Making calls in an executive-secretary team 113
Sample scenarios 113
Accepting a call 114
Connecting a call 115
DSS keys can be used 116
Settings for MultiLine (keyset) 117
Setting the time for a delayed ringer 117
Line preview 118
Rollover for a line 119

Privacy/security 120

Deactivating the ringer 120
Do not disturb 121
Enabling do not disturb via a key 121
Enabling do not disturb via the idle menu 121
Allowing "Do not disturb" 122
Security 123
User password 123
Phone locking 126

Mobility 128

Mobility scenarios 128
Logging on and off at the same phone 128
Logging on and off at different phones 128
Logging on and off at the same phone 129
Logging on to the phone 129
Logging off from the phone 130
Logging on at different telephones 131
Logging on with forced logoff at a remote phone 131
Logging on with forced, delayed logoff at a remote- phone 132

OpenScape Voice functions. 133

Feature toggle key 133
Making anonymous calls 134
Deactivating 134
Activating 134
Temporarily activating anonymous calling for the next call 135
Temporarily deactivating anonymous calling for the next call 135
Creating a list for selective calls 136
For call acceptance 136
For call rejection 137
Anonymous calls 138
Rejecting 138
Accepting 138
Using abbreviated dialing 139
Call tracing 139
Hunt group functions 140
Making a line busy 140
Marking the last line in the hunt group chain 141
Reachability 142
Serial call 142
Parallel call 143
Parking a call 145
Call park 145
Unparking 145
Silent Monitoring 146
Active silent monitoring 146
Muted silent monitoring 147
Code table for OpenScape Voice functions 148

Individual phone configuration 149

Display 149
Setting contrast 149
Date and time 150
Setting the time 150
Setting the date 150
Setting daylight saving time 151
Automatic daylight saving time 152
Time display format 152
Date display format 153
Audio 154
Volumes 154
Settings 155
Tone and indication with an unsecured voice connection 158
Key click 159
Setting the language and country 160
Selecting a language 160
Country-specific settings 162
Network information 163
Resetting user data 164
Initiating the reset 164

Call recording 165

Call recording modes 165
Explanations of recording 166
Recordable calls 166
Non-recordable calls 166
Enhanced functions: 167
The following features are not supported: 167
Recording tips 167
Recording calls 167
Using the call recording feature 167
Automatic call recording 168
Manual call recording 169
Call recording with AutoStart 169
Controlling call recording 170
Consultation during call recording 171
Second call during call recording 171
Call recording while alternating 172
Your call is paused and reconnected during the recording. 172
Setting up a conference during recording 173
Adding conference participants 173
Your call is included in a conference during the recording. 174
Putting a line on hold manually during the recording 174
Diagnostic information 176

Web interface 178
General 178
Calling up the Web interface 178
Administrator Pages 178
User pages 179
User menu 180

Fixing problems 183
Caring for your telephone 183
Troubleshooting 183
Contact partner in the case of problems 183
Labeling keys 184

Local user menu 185
Opening the user menu on the phone 185
User menu display 185
Key functions 193

Index 195

General information

About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The respective features must therefore be individually defined in the terms of the contract.

If a particular function on your phone is not available to you, this may be due to one of the following reasons:

- The function is not configured for you or your telephone. Please contact your system support representative.
- Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

This user guide is intended to help you familiarize yourself with OpenStage and all of its functions. It contains important information on the safe and proper operation of your OpenStage phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.

For your own protection, please read the section dealing with safety in detail. Follow the safety instructions carefully in order to avoid endangering yourself or other persons and to prevent damage to the unit.

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

Administrative tasks are dealt with in a separate manual. The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

Symbols used in the manual

Settings

Operations and settings that can be made both at the phone and over the Web interface are indicated by an icon and page reference.

is a reference to an operation or setting performed directly on the phone

is a reference to an operation or setting performed via the Web-interface

Call recording

O	Switch on recorder (standby mode)
■	Switch off recorder
►	Start recording
II	Stop recording

Service

The Siemens service department can only help you if you experience problems or defects with the phone.
Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.
For queries regarding connection of the telephone, please contact your network provider.

If you experience problems or defects with the phone, please dial the service number for your country.

Intended use

The OpenStage phone is a desktop unit designed for voice transmission and for connection to the LAN. It can also be used as a workstation device. Any other use is regarded as unauthorized.

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the telephone (front right) should be kept clear). The optimum distance is approx. 50 cm.
- Proceed as follows to optimize display legibility:
  – Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
  – Adjust the contrast as required → page 149.

Single-line telephone/multi-line telephone

Your OpenStage 15 is a "multi-line telephone". This means that multiple lines can be configured, which is not the case with single-line phones. Each line is assigned an individual phone number which you can use to make and receive calls.

The programmable keys function as line keys on multi-line phones → page 20.

A number of specific features must be considered when using a multi-line phone to make and receive calls → page 106.

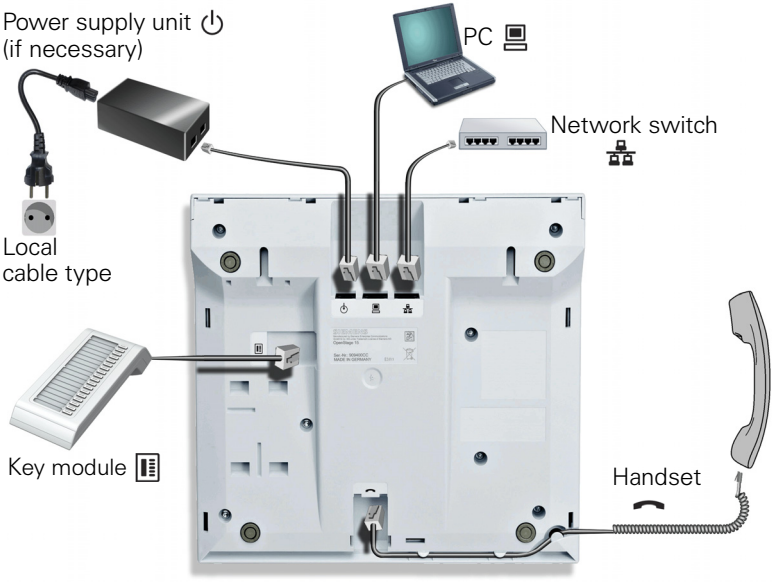
Getting to know your OpenStage phone

The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

The user interface of your OpenStage 15

1	You can make and receive calls as normal using the **handset**.
2	The **display** provides intuitive support for telephone operation (two lines with up to 33 characters each).
3	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone → page 18.
4	**mailbox key** and **menu key**.
5	The **keypad** is provided for input of phone numbers/codes.
6	The navigation keys is used to operate the phone → page 18.
7	The **programmable sensor keys** can be programmed with functions → page 66.

Ports on the underside of the phone

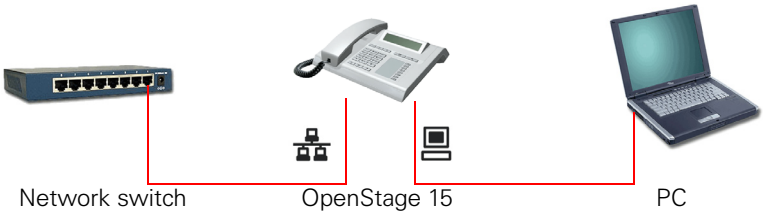


Properties of your OpenStage 15

Display type	LCD display, 24 x 2 characters
Full-duplex speakerphone function	✓
10/100 Mbps Ethernet switch → page 16	✓
Wall mounting	✓

Using network ports more efficiently

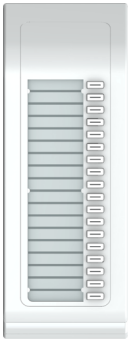
OpenStage 15 has a built-in 10/100 Mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone. The telephone-PC connection option must first be activated on the telephone by service personnel.



Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.

OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated, programmable sensor keys.
Like keys on the phone, these keys can be programmed and used according to your needs → page 19.



You can only attach one OpenStage Key Module 15 to your OpenStage 15.

Keys

Audio keys

Key	Function when key is pressed
–	Set the volume lower → page 154.
🔊	Turn speaker on/off (with red LED key) → page 37.
+	Set the volume higher → page 154.

Mailbox key and Menu key

Key	Function when key is pressed
✉	Open the menu for voicemail or missed calls (with red LED key).
☰	Open the phone's main menu (with red LED key).

Navigation keys

These are used to manage most of your phone's functions and display.

Key	Function when key is pressed
▲	In lists and menus: Scroll up. Set lighter contrast → page 149.
OK	• Confirm input • Perform action
▼	In idle mode: Open the idle menu → page 24. In lists and menus: Scroll down. Set darker contrast → page 149.

Programmable function keys

Your OpenStage 15 has eight illuminated keys to which you can assign functions or numbers.

Increase the number of programmable function keys by connecting a OpenStage Key Module 15 → page 17.

Depending on how they are programmed, you can use the keys as:
- Function key → page 66
- Selected dialling → page 68

Each key can be programmed with one function.

Press the key briefly to activate the programmed function or dial the stored number.

If you hold the key down, you will be prompted as to whether you want to program this function key.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu → page 67 (ask your service personnel about the current setting).

Your OpenStage is delivered with label strips. Write functions or names in the white fields on the label strips.

The status of a function is shown by the LED on the corresponding function key.

Line and DDS keys can only be programmed by service personnel via the service menu.

Meaning of LED displays on function keys

LED		Meaning of function key
▬	Off	The function is deactivated.
⩘	Flashing[1]	Indicates the function status.
▭	On	The function is activated.

[1] In this manual, flashing sensor keys are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

The programmable keys on multi-line phones function as trunk keys → page 20.

Trunk keys (on multi-line phones only)

The programmable keys on multi-line phones function as line keys. Each key that is assigned the function "line" is handled as a line. This means up to seven lines can be configured.

A distinction is drawn here between primary, secondary and phantom lines. Each of these line types can be used on a private or shared basis → page 20.

Primary line

All multi-line telephones have a primary line. This line can be reached in the usual manner via your public phone number. Incoming calls are signaled on this line.

To avoid conflict between individual multi-line phones, the functions "Do not disturb" and "Call forwarding" can only be used for the primary line.

Secondary line

The secondary line on your phone is used as a primary line by another subscriber of the line trunk group. Your primary line, which is configured on another telephone in the line trunk group, simultaneously functions as the secondary line on that telephone.

Phantom line

Phantom lines are not used as primary lines by any telephones in the line trunk group. Phantom lines are established when the number of lines provided by a communications system exceeds the number of available telephones.

Line utilization

- **Private line**: A line that is used by a single telephone. This line cannot be used as a secondary line by another telephone.
- **Shared line**: A line that is configured on multiple telephones. The line status is displayed for all telephones that share this line. If, for example, a shared line is being used by a telephone, a status message indicating that this line is busy is displayed on all other telephones (→ page 21).
- **Direct call line**: A line with a direct connection to another telephone.

You can see the status of the line from the LED:

LED display

LED		Explanation
■	**Not lit**	The phone is in idle mode.
	Flashing	• Incoming call on the line (→ page 106) • "Hold reminder" is activated (→ page 80)
	Flickering	• Outgoing call on the line • The incoming call was prioritized and selected in accordance with the "Automatic line selection for incoming calls" option
	Fast blinking	The line is on "Hold".
	Blinking	Call forwarding is activated
▭	**Illuminated**	The line is busy

Keypad

You can only use the digits 1 to 9 and 0 as well as the * and # characters when dialing a number. To delete digits, select "Back" with the navigation keys and confirm with OK.

In situations where text input is possible, for example, when entering the user password, you can also use the dial keys to enter text in addition to the digits and special characters mentioned. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number 4 ghi key on the keypad twice. When entering text, all characters available for the key pressed and the character selected are briefly displayed.

Character overview (depends on the current language setting)

Key	1x	2x	3x	4x	5x	6x
1 ␣	]	**1**				
2 abc	a	b	c	**2**	ä	
3 def	d	e	f	**3**		
4 ghi	g	h	i	**4**		
5 jkl	j	k	l	**5**		
6 mno	m	n	o	**6**	ö	
7 pqrs	p	q	r	s	**7**	ß
8 tuv	t	u	v	**8**	ü	
9 wxyz	w	x	y	z	**9**	
0 +	**0**					
#	1	2				

[1] Next letter in upper case (active for maximum one second)
[2] Switch to digit input

*	.	,	?	!	'	"	-	(	)	@	/	:	_							

Multi-function keys

Key	Function during text input	Function when held down
*	Write special characters.	Deactivate the ring tone
#	Switch between upper and lower case	Activate the telephone lock.

Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 7288376).

Text editor

Additional options are available in the text editor. This is used when programming a forwarding destination, for example. In this way, you can, for example, move the cursor freely and copy or insert text.

You can select further editor functions via the navigation keys and confirm each one using OK:

- OK: Applies changes and closes the editor
- Delete: Deletes characters from right to left
- Cancel: Discards changes and exits the editor
- Mode (here # can also be used to switch):
  - 123: Digits only
  - ABC: Upper-case letters only
  - Abc: First letter in upper case, subsequent letters in lower case
  - abc: Lower case letters only
- Move cursor left: Moves the cursor to the left
- Move cursor right: Moves the cursor to the right
- Copy: Copies the entire content to the clipboard
- Paste: Inserts the entire content from the clipboard to the cursor position

Display

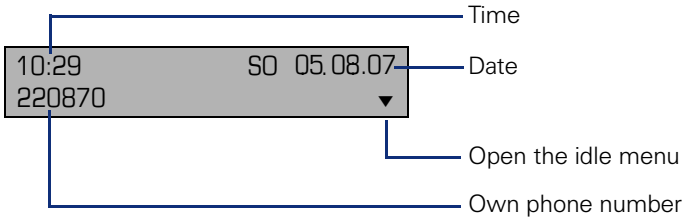
Your OpenStage 15 comes with a black-and-white LCD display. Adjust the contrast to suit your needs (→ page 149).

Idle mode

If there are no calls taking place or settings being made, your OpenStage 15 is in idle mode.

Press the [✉] key to return to the idle display again, for example, from a call list (→ page 28). To return to the idle display again from the Service menu (→ page 29), press the [>≡] key. You can also configure a "Show telephone screen" function however for both cases (see → page 66) to return to the idle mode screen again.

Example:



Idle menu

In idle mode press navigation keys [▼]. The current function is displayed in the second display line, or [OK] → page 18, then the idle menu opens. You can call up various functions here. Entries may vary.

The idle menu may contain the following entries:

- Redial?
- Ringer off?
- Do not disturb on?
- Mobile logon?
- Cancel callbacks?
- Directed pickup
- Back?

Icons in the idle display

In the first and second line, the time, weekday, and date are displayed in addition to icons for different situations and switches:

Icon	Explanation
	The ring tone is deactivated.
	The phone lock is activated.
	The "Do not disturb" function is activated.
	A mobile user is logged on to the telephone.

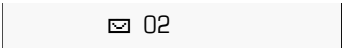
Context-dependent displays

Depending on the situation at hand, the display on your OpenStage phone displays different content, to which you can respond intuitively.

Information on actual events

The following icons appear centered on the display when your phone is idle and signal current properties or events.

Example: You missed two calls in your absence.



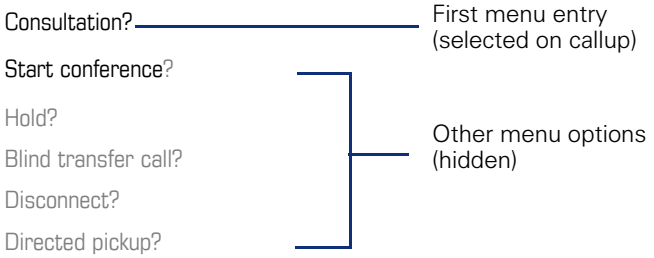
You have two new voice messages that you can open by pressing ✉
→ page 28.

Icons for events

Icon	Explanation
✉	You received new voice messages.
↻	New entries have been added to the call lists.
↳	Local call forwarding is active.

Context menus

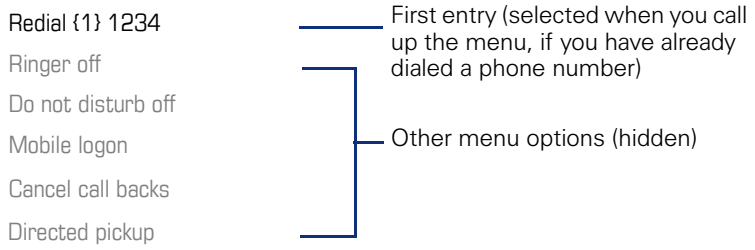
If an arrow appears beside an entry in the second line, a context menu whose options you can select using navigation keys ▲ or ▼ (→ page 18). The range of functions available is situation-specific.



Press the [✉] key to return to the telephony interface again, for example, from a call list (→ page 28). To return to the telephony interface again from the Service menu (→ page 29), press the [≡] key. You can also configure a "Show telephone screen" function however for both cases (see → page 66) to return to the telephony interface screen again.

Idle display context menu

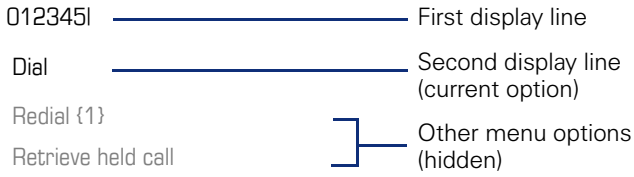
You receive the following functions (if activated) by pressing navigation keys [OK] or [▼] . The current funtion is displayed in the second display line. The other functions are hidden and can be selected using navigation keys [▼] or [▲]:


Redial {1} 1234
Ringer off
Do not disturb off
Mobile logon
Cancel call backs
Directed pickup
First entry (selected when you call up the menu, if you have already dialed a phone number)
Other menu options (hidden)

Functions during a call

In many operating situations you are offered appropriate functions or notes in the second line of the display. Other available functions remain hidden and can be selected using navigation keys [▼] or [▲]:

Example: You set up a consultation call. The second line displays the first of three dependant functions. Select the appropriate function and confirm this with [OK].



The menu with the functions closes automatically after you have executed an action.

To delete info-only messages, press touche de navigation [OK].

Records

Entries in the call list and messages in your mailbox system (if configured) are known as records.

The LED on the ✉ key flashes to signal new missed calls or messages → page 18.

Press the ✉ key and use the navigation keys to select the required submenu.
- **Messages**
- **Calls**

You can use the navigation keys to navigate through the menus as described on → page 18.

Messages

If configured (contact the relevant service personnel), this provides you with access to your mailbox system e.g. HiPath Xpressions.

If your system is appropriately configured, activating this function opens the menu for voicemail → page 42.

Calls

This list appears as soon as you receive **new** missed calls if you select the option **Calls** in the Records menu. You can then scroll up or down to reach the **Calls** menu. The following calls or call attempts are logged as call lists:
- Missed: Missed calls
- Dialed: Dialed calls (with or without connection)
- Received: Answered calls
- Forwarded: Forwarded calls

The number of missed calls and unchecked calls is shown on the idle display.

Call lists

Each call list may contain up to 30 entries. Once this limit is reached, the oldest entry in the log is deleted. Multiple calls from the same number are only listed once.

The following data is saved, e.g. for missed calls:
- Phone number/name depending on available data.
- Number of call attempts.
- The date and time of the last call attempt from each user listed.

Entries can only be saved if the caller ID is displayed as a name, number or both. If the caller ID is not transferred, the call is saved as "Unknown".

You can delete all the entries in the respective call list → page 102.

After selecting an entry, you can dial it immediately by confirming → page 93.

Program/Service menu

You can make local settings here.

Press the ☰ key and confirm the **User** menu. If configured, enter and confirm your personal user password.

You can use the navigation keys to navigate through the menus as described on → page 18. Once the admin password has been entered, the **Admin** menu is available to the relevant service personnel.

User settings

In the **User** menu (see → page 185), settings options are provided that allow you to adapt the telephone to your individual requirements.

Select a menu using the navigation keys:
- "Date and time" → page 150
- "Audio" → page 154
- "Configuration" e.g. → page 122 or → page 75
- "Phone" → page 149
- "Locality" → page 154
- "Security" → page 123 or → page 126
- "Network information" → page 163
- "Diagnostic information" → page 176
- "Reset" → page 164

If you are in one of these menus or submenus, depending on the situation, you have the following options to leave the menus:
- **Save & exit** (If you have made a setting and want to keep it)
- **Exit (no save)** (If you have made a setting which you do not want to use after all or if you do not want set any of the options)
- **Back** (If you want to leave the main menu or submenu)
- Press and hold the ▼ key to access the option to leave the current menu level.
- You exit the menu by pressing the ☰ key and return to idle mode → page 24.

Interrupting editing in the menu

You can interrupt editing in the menu, for example, to call someone or to answer a call. Then press the [≡] key. This takes you back to the point in the menu from which you exited.

This is however only possible for a limited period which is by service personnel using the inactivity timeout setting. If the configured time expires, you need to reenter your password when opening the menu and manually go to the required point in the menu.

Interrupting the editing:

- By pressing the [≡] key you interrupt the editing, leave the menu and return to idle mode → page 24.
- If you receive a call during editing and you answer it, you automatically change to the call view (see also → page 27).

To go back to editing mode in the menu, press the [≡] key again.

Network information

Information about the IP address or name which was assigned to the phone in the network and therefore the HTML address of the web interface.

☎ View information on the phone → page 163

Contact your service personnel or refer to the OpenStage Administration Manual for more on the network information values listed here.

Diagnostic.Information

☎ Provides information on all the main settings for the telephone. Can provide valuable help in support situations→ page 176

Reset phone

☎ Personal settings made via the telephone menu or the web interface can be reset to factory settings → page 164.

Administration

You can access the administration area via the "Admin" function and by entering the administration password.

Refer to the administration manual supplied with your phone for more detailed information on this topic.

Control and monitoring function

A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

Service personnel have the option to activate and deactivate features of the phone via remote maintenance. During maintenance the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.

Monitoring function

In order to detect malfunctioning of a phone for example, the service personnel install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

If service personnel have activated a function on your phone, which continuously transmits operating data to a server, you will see the flashing icon in the upper display line.

Step by step

Basic functions

Please read the introductory chapter "Getting to know your OpenStage phone" → page 14 carefully before performing any of the steps described here on your phone.

Secure voice transmission

Prerequisite: The secure voice communication option must be activated by your service personnel.

If you call a party or receive a call from a party over a secure connection, a padlock icon appears on the display.[1] appears on the other party's line. You can opt to have voice connections that are no longer secure indicated by a brief alerting tone and the message "Unencrypted call" appears on the second line for two seconds (see → page 158).

Answering a call

Your OpenStage phone rings with the tone signal set when an incoming call is received. The call is also visually signaled on the call display.
If transmitted, calling party information (name, phone number) appears on the display.

If you have set a pattern melody → page 156 on your phone, it is possible that service personnel have preset a different pattern melody or pattern sequence or deactivated the ringtone, depending on the call type (e.g. an external or internal call).

An incoming call will interrupt any ongoing telephone setting operations. When the call ends, you can press the key to return to the point in the menu structure where you were interrupted.

1. Closed for secure or open for nonsecure voice communication

Step by step

Answering a call via the handset

The phone is ringing. The caller is displayed.

Lift the handset.

if nec. + **or** − Set the call volume.

Answering a call via the loudspeaker (speakerphone mode)

The phone is ringing. The caller is displayed.

Accept? ▾ Confirm. The 🔊 key lights up.

or

🔊 Press the key shown. The key lights up. The speakerphone function is activated.

if nec. + **or** − Set the call volume.

Suggestions for using speakerphone mode:

- Tell the other party that speakerphone mode is active.
- Adjust the call volume while speakerphone mode is active.
- The ideal distance between the user and the phone in speakerphone mode is about 50 cm.

Step by step

Directed pickup

You can pick up a call signaled at an absent coworker's phone. If a colleague has placed a call on hold on their multi-line phone you can also pick up this call.

Accept call

Prerequisite: You know the coworker's internal phone number and the function is configured for you in OpenScape Voice.

A coworker's phone rings.

Directed pickup? ▲▼

Select and confirm the option shown in the idle phone's context menu.

or.

Lift the handset.

or

Press the key shown.

Directed pickup? ▲▼

Select and confirm the option shown.

Enter and confirm the relevant phone's internal number. You are connected to the calling party either via the handset or in speakerphone mode.

Step by step

Picking up the held call

Prerequisite: Your colleague has placed a call on hold on their multiline phone → page 107. You know the co-worker's internal phone number and the function is configured for you in OpenScape Voice.

Directed pickup? ▲▼

Select and confirm the option shown in the idle phone's context menu.

or.

Lift the handset.

or

Press the key shown.

Directed pickup? ▲▼

Select and confirm the option shown.

Enter and confirm the relevant phone's internal number. You are connected to your colleague's held call either via the handset or in speakerphone mode.

Step by step

Switching from handset to speaker-phone mode

Make note of the two different processes and activate, if necessary, your preferred setting → page 157.

Prerequisite: You are conducting a call via the handset and the microphone and loudspeaker functions have been activated by service personnel.

Standard mode

[loudspeaker] **and** [handset]

Hold down the key and replace the handset. Then release the key and proceed with your call.

US mode

If the country setting is set to US, you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

[loudspeaker]

Press the key shown.

[handset]

Replace the handset. Proceed with your call.

[padlock] **or** [padlock]

A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 32)

Step by step

Switching from speakerphone mode to the handset

Prerequisite: You are conducting a call in speakerphone mode.

Lift the handset. The key goes out.

Open listening

You can let other people in the room join in on the call. Let the other party know that you have turned on the loudspeaker.

Prerequisite: You are conducting a call via the handset.

Activating

Press the key shown.

Deactivating

Press the lit key.

Switch to speakerphone mode

and

Hold down the key and replace the handset. Then release the key and proceed with your call.

Step by step

Activating/deactivating the microphone

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone.

Prerequisite: You are conducting a call. The "**Mute**" key is configured.

Deactivating the microphone

Press the "**Mute**" key.

Activating the microphone

Press the illuminated "**Mute**" key.

Ending a call

Disconnect? ▲

Select and confirm the option shown.

or

If you are conducting a call via the handset:

Replace the handset.

or

In speakerphone mode:

Press the lit key.

Step by step

Group call

Your service personnel can incorporate multiple telephones in a call pickup group. If your telephone belongs to a pickup group, you can also accept calls intended for other members of the group.

A group call is displayed on the phone. Service personnel may have made the following settings for signaling:

Telephone status			**Ring on group call = Yes**	**Ring on group call = No**
Ringer on	**Silent**		Ringtone Loudspeaker	Beep Loudspeaker
	in Connection	**Handset**	Ringtone Loudspeaker	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker
Ringtone off	**Silent**		Nothing	Nothing
	in Connection	**Handset**	Nothing	Beep Handset
		Handset Open listening	Beep Handset and loudspeaker	Beep Handset and loudspeaker
		Open listening	Beep Loudspeaker	Beep Loudspeaker
		Speakerphone mode	Beep Loudspeaker	Beep Loudspeaker

The volume settings can be found from → page 154.

Step by step

Further service personnel settings for group calls:

- The group call can be picked up both by lifting the handset and via the "Pickup call" menu option.
- The group call be picked up via the "Pickup call" menu option but **not** by just lifting the handset.
- A key is programmed for call pickup.
- Open a pop-up menu with the Call pickup key when a group call is waiting.

Picking up a group call with the call pickup key

Prerequisite: The Call pickup key is configured. Your service personnel have set up the group call such that it is only displayed through flashing of the Call pickup key. The phone can also ring when idle.

A group call is waiting. The Call pickup key flashes. The group call is not shown on the display.

Press the key with the "Call pickup" function.

The group call is now shown on the display with
Pickup: *Caller*
for: *Party*

The pop-up menu opens:

Picking up a group call immediately via the pop-up menu

Prerequisite: Your service personnel have set up the group call such that it will be shown immediately on the display and the pop-up menu will open.

- A group call is waiting and is shown on the display with
  Pickup: *Caller*
  for: *Party*

Step by step

Picking up a group call

The pop-up menu opens:

Pickup call? ▾

Confirm.

or

Lift the handset (only if the appropriate function is set by your service personnel)

or

Press the key with the "Call pickup" function or press it again if call answering was initiated via the key. The speakerphone function is activated.

Ignoring a group call

Ignore? ▴▾

Select and confirm the option shown. The phone stops signaling the group call.

Step by step

Listening to voicemail

To use this function, you need to have a voice mailbox set up on your communication platform for voicemails (see → page 28).

The message key ✉ flashes to indicate new messages and the ✉ icon appears on the display. The LED only extinguishes when all new messages have been picked up and there are no missed calls.

Picking up messages

✉ Press this key when the phone is in idle mode. The menu for data records opens.

Messages — Select and confirm to open the menu for voicemail.

If messages are waiting, you will be shown a list with the new messages and the messages you have already listened to, sorted by status. The number of the respective messages is indicated. You can browse the list using the cursor keys.

Call Mailbox — Confirm the option shown to call the mailbox. Follow the voice instructions. You may need to enter a password.

Calling the mailbox directly

You can also call the mailbox directly without using the menu. The mailbox answers even if there are no messages waiting.

Lift the handset.

✉ Press this key. The mailbox answers. Follow the voice instructions. You may need to enter a password.

You can call the mailbox any time you see the "Please dial" prompt on the display.

Step by step

Call control

To ensure that you do not miss any important calls, service personnel can configure a key that blinks when a call is waiting, for instance, when you are dialling a number or when two calls come in simultaneously.

Call control does **not** work with MultiLine telephones

Two calls simultaneously

Prerequisite: The call control key (2nd alert) is configured and call waiting is allowed (→ page 86).

two calls ring at the same time.

Caller information from the first caller is displayed and you have the following options:

- Accept
- Reject
- Deflect

The "Call control" key is blinking and you hear a notification tone.

Display second caller

Pressing the blinking "Call control" key will display the second caller's information and you again have three options to choose from.

Return to first caller

Press the blinking "Call control" key again to return to the first caller's displayed information.

Accept a call

If you accept one of the calls, the other call is treated as a second call (see → page 83)

While dialling

Please note that the "Busy when dialing" → page 96 function is disabled after call control is configured. The exception is if you dial a number during a Consult → page 50.

Step by step

Prerequisite: The "Call control" key (2nd alert) is configured and call waiting is allowed (→ page 86).

You receive a call while you are dialling. The "Call control" key is blinking and you hear a notification tone.

Press the blinking "Call control" key. Dialling is interrupted. The caller's information is displayed and you have the following options:

- Accept
- Reject
- Deflect

Step by step

Making calls

If you selected the option "Busy When Dialing" → page 96, you will not be interrupted by an incoming call. In this case, the caller hears the busy signal.

Off-hook dialing

Lift the handset.

Enter the station number. If nec. Correct input using the navigation keys → page 18.

Dial

Confirm or wait until the dial delay expires (see → page 94).

or

Redial {1} ##?

Confirm. ## represents the last number dialed.

The connection is set up.

If you are using a dial plan and Immediate dialing is set (see → page 47, dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

Step by step

On-hook dialing

The connection is set up with on-hook dialing via the loudspeaker (speakerphone mode).

Press the key shown.

Enter the station number. If nec. Correct input using the navigation keys → page 18.

OK

Press or wait until the dial delay expires (see → page 94).

or

Redial {1} ##?

Confirm. ## represents the last number dialed.

First enter the number

First enter the number. The loudspeaker key illuminates when you enter the first digit.

Enter the station number. If nec. Correct input using the navigation keys → page 18.

Dial

Confirm or wait until the dial delay expires (see → page 94).

The connection is set up.

If you are using a dial plan and Immediate dialing is set (see → page 47), dialing is automatically performed as soon as the character string entered matches an entry in the dial plan.

Step by step

Immediate dialing

Immediate dialing should only be activated if service personnel has configured and approved a dial plan.

Immediate dialing is deactivated by default. For this reason after entering the number you must either confirm the "Dial" option or wait until the dial delay expires to set up the connection. If **Immediate dialing** is configured, your call is automatically dialed as soon as the string entered matches an entry in the dial plan.

Activating or deactivating immediate dialing

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Outgoing calls

Select and confirm the option shown.

Immediate dialing = No ▲▼

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Save & exit ▼

Confirm.

Step by step

Dialing using the hot or warm line function

Your service personnel can configure a hot or warm line for your phone.

If you lift the handset of the phone or press the loud-speaker key

- with a hot line immediately or
- with a warm line after a defined period of time,
- a number specified by service personnel is dialed.

Examples:

- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialed.

Step by step

Redial

Redialing from the call list

Only calls to the primary line are received on multi-line phones (→ page 13).

Press the key. The "Records" menu opens.

Calls ▾

Select and confirm (see also → page 28).

Dialed ▾

Select and confirm the option shown. The Dialed call list opens

998324 01.01 ▲▼

If entries are saved, select and confirm the required entry.

Dial ▾

Confirm. The phone number associated with the list entry is dialed.

Redialing from the display dialog

Lift the handset.

or

Press the key shown.

Redial {1} ##? ▾

Confirm. The last phone number entered is dialed.

Redialing from the idle menu

▼ **or** OK

press the key shown to open the idle menu

Redial {1} ##? ▾

Confirm. The last phone number entered is dialed.

or

A secure voice communication is indicated by a closed padlock icon on the graphic display; a non-secure voice communication is indicated by an open padlock icon on the graphic display (see also → page 32).

Step by step

Consulting a second party

You can call a second party while a call is in progress. The connection to the first party is on hold.

Prerequisite: You are conducting a call.

Consult? ▾

Confirm.

or

Start conference

Konferenz starten

Select and confirm the option shown in the context menu for the call connection when you intend to set up a conference with the new participant. You can also use an already configured **Conference** key in this instance**.**

Enter and confirm the second party's phone number.

If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult or press the **Hold** key and then select the required call list (→ page 93).

Alternatively you can select a call list without using the **Hold** functions - the active call is automatically placed on **Hold**.

Step by step

Ending a consultation call

You end the consultation

Disconnect & return?

Select and confirm the option shown.

The consultation call is disconnected. The call with the first party is resumed.

The second party hangs up

Once the second party hangs up, you are prompted to resume the first call.

Retrieve held call

Confirm the option shown. You are reconnected with the first party.

Switching to the held party (alternating)

Prerequisite: You are conducting a consultation call.

Alternate?

Select and confirm the option shown.

In the first display line, the phone number or name and the duration of the active connection are displayed.

You can switch back and forth between two subscribers by repeatedly selecting and confirming "Alternate".

Ending an alternate operation

Disconnect & return?

Select and confirm the option shown.
The active call is disconnected and the held call is restored.

Step by step

Putting on hold and retrieving successively or simultaneously

Putting an active call on hold

Prerequisite: You are conducting a consultation call → page 50 or have accepted a second call → page 83. The "Hold" key must be configured → page 66

Press the "Hold" key. The key lights up. The consultation or second call **and** the first call are put on hold.

Retrieving the first call

Switch to the first call.

Press the illuminated "Hold" key. You are connected with the other party. The consultation or second call continues on hold.

Retrieving the second call

Switch to the held consultation or second call

Press the illuminated "Hold" key. You are connected with the other party. The first called is put on "Hold" again.

Step by step

Connecting parties

You can connect the first party with the party you consulted, clearing down your connection to both parties in the process.

Prerequisite: You are conducting a consultation call → page 50 and call joining is allowed → page 53.

Complete Xfer? ▲▼ — Select and confirm the option shown.
The active and held calls are joined. You are disconnected from the call.

or

Connect by hanging up

or — Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

Allowing call joining

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Confirm.

if nec. — Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Connected calls? — Select and confirm the option shown.

Allow call joining = Yes ▲▼ — Select and confirm the option shown.

Yes ▼ — Select and confirm the option shown.

Save & exit ▼ — Select and confirm the option shown.

Step by step

Call forwarding

You can forward calls for your phone to another phone. You can also change, activate and deactivate call forwarding during a call. The function **Forwarding** must be authorized by service personnel.

Prerequisite: The call forwarding function is programmed (→ page 55).

Three forwarding conditions can be programmed in the forwarding menu:
- All Calls
- Busy
- On no reply

Because of its direct impact, "All Calls" call forwarding has the highest priority followed by "No reply" and "Busy".

If active, "All Calls" call forwarding is indicated on the display when the phone is idle.

Forwarded calls can be logged in a call list (see → page 28).

The menu **Forwarding** offers you three types of call forwarding:

☐ All calls
Destination phone number
☐ Busy
Destination phone number
☐ No reply
Destination phone number

A phone number may already be assigned to each call forwarding type. For example, one Destination could be Destination 12345.

Step by step

Activate or deactivate immediate forwarding

Prerequisite: You have configured the key for "Variable call forwarding" (see → page 72). Otherwise you can configure the settings for call forwarding via the user menu (→ page 77). It is recommended to configure the key so that you can use the following convenience functions.

Press the "Variable call forwarding" key.

Deactivating call forwarding

If call forwarding was activated for **All calls** it will now be automatically deactivated.

or

Activate forwarding to last destination.

The pop-up menu opens:

The message:

"**Umleitung aktivieren nach**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Umleitungsziel festlegen
- Edit call forwarding
- Cancel

Use last forwarding destination

Accept? ▾

Select and confirm the option to use the last saved destination for **All calls** again. Call forwarding to this destination is immediately activated for All calls and the key ▭ illuminates.

or

Activate with variable destination phone numbers

If you want to use a new forwarding destination:

Umleitungsziel festlegen ▴▾

Select and confirm the option shown.

Enter and confirm the new destination phone number.

or Confirm saved destination phone number (displayed).

Call forwarding to this destination is immediately activated for **All calls** and the key ▭ illuminates.

Step by step

Saving destination phone numbers for call forwarding

You can also enter the call forwarding settings via the user menu (→ page 77) or via the WEB-Oberfläche → page 178.

Prerequisite: You have configured the key for "Variable call forwarding" (see → page 72).

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:

"**Umleitung aktivieren nach**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Umleitungsziel festlegen
- Edit call forwarding
- Cancel

Edit call forwarding? ▲▼

Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- All calls
- Busy
- No reply

You can check whether **Busy** or **No reply** call forwarding is activated.

Save destination phone number

☐ All calls? ▼

Select and confirm type of forwarding (here for instance All calls)

Enter destination? ▲▼

Select and confirm the option shown.

Enter/edit and confirm the destination phone number.

Step by step

or

Edit favourites

You can configure up to five destination phone numbers for call forwarding. These destination phone numbers can then be assigned different forwarding conditions.

☐ All calls ▾ — Select and confirm type of forwarding (here for instance All calls)

Edit favorites? ▲▼ — Select and confirm the option shown.

Destination 1 ▾ — E.g. select and confirm first destination.

— Enter/edit and confirm the destination phone number. If necessary, define additional destination phone numbers.

Save & exit ▾ — Select and confirm the option shown

Copy and insert destination phone numbers

The current destination phone number for a call forwarding type is copied. For example, the current destination phone number for All calls should also become the current destination phone number for No reply.

Prerequisite: You have configured the key for "Variable call forwarding" (see → page 72).

— Press the "Variable call forwarding" key.

The pop-up menu opens:

Edit call forwarding? ▲▼ — Select and confirm the option shown.

Three types of call forwarding are offered in the settings menu:

- All calls
- Busy
- No reply

1. Copy

☐ All calls: 3339 ▾ — Select and confirm type of forwarding (here for instance All calls)

Copy? ▲▼ — Select and confirm the option shown.

2. Insert

Step by step

☐ No reply

Select and confirm type of destination forwarding (here for instance No reply)

Paste?

Select and confirm the option shown.

☑ No reply: 3339

Both types of call forwarding now have the same destination phone number. The call forwarding type No reply is automatically activated.

Assign a destination phone number for call forwarding

Prerequisite: At least one destination phone number has already been saved.

☐ All calls: 3339

Select and confirm type of forwarding (here for instance All calls)

3336

Select and confirm a saved destination.

☑ All calls: 3336

Call forwarding is activated and the new destination is displayed.

Press the illuminated key to open the call display. If All calls was activated, the forwarding destination is displayed with the forwarding symbol and the ▭ key illuminates. The Busy and No reply types of call forwarding are not displayed.

Activate/deactivate call forwarding

Prerequisite: There is already a forwarding destination configured for the relevant forwarding type and you have configured the key for "Variable call forwarding" (see → page 72).

Press the "Variable call forwarding" key.

The pop-up menu opens:

The message:

"**Umleitung aktivieren nach**" is displayed with the number of the last forwarding destination and you have the following options:

- Accept
- Umleitungsziel festlegen
- Edit call forwarding
- Cancel

Step by step

Edit call forwarding? ▲▼

Select and confirm the option shown.

☐ All calls: 3339 ▼

Choose one of the forwarding types offered

☐ All calls: 3339 (deactivated is the default setting)
☐ Busy: 3335
☐ No reply: 3336

and confirm your selection. Here for example All calls.

Turn on: ▼

Select and confirm the option shown. Call forwarding is activated. This type of call forwarding is deactivated with **Turn off**.

Call forwarding settings can appear as follows:

☐ All calls: 3339 (default setting is off)
☑ Busy: 3335
☑ No reply: 3336

Press the illuminated key to open the call display. If **All calls** was activated, the forwarding destination is displayed with the forwarding symbol and the ▭ key illuminates. The Busy and No reply types of call forwarding are not displayed.

Step by step

Defining the ring duration before call forwarding on no reply

You can define how often the phone should ring before the "No reply" call forwarding is activated.

This setting is only available if the "Server features" function was deactivated by the service personnel.

You can also configure this setting via the Web interface → page 178.

Prerequisite: You have configured the key for "Variable call forwarding" (see → page 72). Otherwise you can configure the settings for call forwarding via the user menu (→ page 77).

Press the "Variable call forwarding" key.

Within three seconds:

Edit call forwarding

Select and confirm the option shown.

☐ No reply: 3335

Select and confirm the type of call forwarding.

Set delay

Select and confirm the option shown.

Enter the desired time in seconds and confirm your entry. The set time is displayed with the option. Call forwarding is activated.

Press the illuminated key to open the call display.

Step by step

Call forwarding chain

Sometimes calls to a station are forwarded to another station which also has call forwarding or DND activated. This can create a call forwarding chain consisting of several telephones where the last member of the chain is your phone.

A popup window opens on your phone's screen with the following information:

- Who is calling
- Who forwarded first or last.
- The reason for the forwarding is displayed by an icon.

You can set whether the station that forwarded first or last is displayed (see → page 78).

Step by step

Callback

You can request a callback if the station called is busy or if nobody answers.
You receive a callback when the other party's line becomes free.

This option must be activated by your service personnel.

This option is only available if both you and service personnel have activated the function (→ page 64).

Requesting callback

Prerequisite: The station called is busy or nobody answers.

Call back? ▲

Select and confirm the option shown.

Deleting callback requests

You can delete scheduled callback requests if you no longer need to return a call, for example, at the end of the working day.

Prerequisite: At least one callback was requested. The phone is idle.

Cancel call backs? ▲▼

Select and confirm the option shown.

Disconnect? ▲

All callback requests are deleted.

Step by step

Responding to a callback

Prerequisite: A callback was requested. Your phone rings and the station information appears on the screen.

Accepting a callback

Accept ▾

Select and confirm the option shown.

Rejecting a callback

Prerequisite: The function Reject is authorized by service personnel.

Reject? ▴▾

Select and confirm the option shown.

The callback request is deleted. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Forwarding a callback

Prerequisite: The function Deflect is authorized by service personnel.

Deflect? ▲

Select and confirm the option shown.

Enter and confirm the phone number.

Step by step

Allow callback

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Confirm.

if nec. Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Outgoing calls? — Confirm.

Callback = No — Select and confirm the option shown.

Yes — Select and confirm to activate the callback function.

Save & exit — Select and confirm the option shown.

Step by step

Calling back missed calls

Calls received while you are absent are indicated by a message on the idle display (→ page 25). The ✉ function key also lights up.

Missed calls are logged in the missed calls list. This list provides information on the missed call and lets you call back the number directly (call lists → page 28).

✉ Press the key shown.

Calls ▲ Select and confirm the option shown.

Missed ▼ Select and confirm the option shown.

998324 01.01▲ Select and confirm the entry you want.

Dial ▼ Confirm
The phone number associated with the entry is dialed.

Step by step

Programmable keys

The phone features a range of functions that can, if required, be stored on programmable keys.

The phone comes with eight programmable keys, all of which can be programmed on two separate levels.

The "Shift" programmable key to switch between the two key levels is already preassigned. You should keep this key if possible to be able to switch between the two key levels.

The keys can also be programmed via the Web interface (→ page 178).

List of available functions

1. Unallocated
2. Selected dialing
3. Repeat dialing
4. Forward all calls
5. Forward no reply
6. Forward busy
7. Mute
8. Ringer off
9. Hold
10. Alternate
11. Blind transfer call
12. Transfer call
13. Deflecting
14. Shift
15. Conference
16. Headset
17. Do not disturb
18. Group pickup
19. Repertory dial
20. Feature toggle
21. Show telephone screen
22. Mobility
23. Directed pickup
24. Release (disconnect)
25. Callback
26. Cancel callbacks
27. Consultation
28. Call Waiting toggle
29. Immediate ring
30. Call recording
31. PreView
32. Start application
33. Built in fwd
34.

Step by step

Programming a key

You can also configure this setting via the Web interface → page 178.

Beginning programming

Directly via the key

Hold down the programmable key you want to assign a function to until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your service personnel about the current setting).

OK — Confirm to begin programming. The key illuminates continuously.

or

Via the user menu

You can also program keys via the user menu.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the User password.

Phone — Select and confirm the option shown.

Program keys — Select and confirm the option shown. You are prompted to press the key you wish to program.

Press the key you want to program until the input field opens. The key illuminates continuously.

Step by step

Beginning programming

Normal

Select and confirm the option shown to program the first level.

or

Shifted

Select and confirm the option shown to program the second level.

Do not disturb

Select and confirm the required function in the list (e. g. Do not disturb).

Save & exit

Select and confirm the option shown.

Programming enhanced functions

Repertory dial

Hold down the key you want to assign a function to until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your service personnel about the current setting).

OK

Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the Web interface → page 178.

Normal =

Select and confirm the option shown to program the first level for instance.

Repertory dial

Select and confirm the required function.

Setting

Select and confirm this option to enter a destination phone number.

Enter and confirm a stations's destination phone number.

You can select and insert special characters in the dialing sequence:

« Clear call

Step by step

~ Make consultation

» Make normal call

¬ Pause

The menu also offers the following functions:

- Move cursor right and left
- Copy
- Paste
- Mode selection
- Cancel
- OK

Save & exit ▼

Select and confirm the option shown.

The repertory dial can be up to 40 characters long.

Step by step

Feature toggle

Only available for Hunt group functions (→ page 140).

Hold down the key you want to assign a function to until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your service personnel about the current setting).

OK

Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the Web interface → page 178.

Normal =

Select and confirm the option shown to program the first level for instance.

Feature toggle

Select and confirm the required function.

Setting

Select and confirm this option to enter a code.

Enter and confirm the code (see → page 148)

Save & exit

Select and confirm the option shown.

Step by step

Configuring a fixed forwarding key

Hold down the programmable key you want to assign a function to until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your service personnel about the current setting).

OK

Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the Web interface → page 178.

Normal =

Select and confirm the option shown to program the first level for instance.

Forward all calls

Select a forwarding type:
- Forward all calls
- Forward no reply
- Forward busy

Select and confirm the required function.

Setting

Select and confirm this option to enter the forwarding destination.

Enter and confirm the phone number of the forwarding destination.

Save & exit

Select and confirm the option shown.

Step by step

Configuring a variable call forwarding key

With the "Variable call forwarding" key you can
- Immediately activate or deactivate the call forwarding for "All calls" → page 55
- Edit the call forwarding → page 56

Hold down the programmable key you want to assign a function to until the programming prompt is displayed.

If the prompt is not displayed or a programmed function is not executed, then you can only launch key programming via the user menu (ask your service personnel about the current setting).

OK

Confirm to begin programming. The key illuminates continuously.

You can also configure this setting via the Web interface → page 178.

Normal =

Select and confirm the option shown to program the first level for instance.

Integ. forward

Select and confirm the option shown

Save & exit

Select and confirm the option shown.

Step by step

Using programmed keys

The use of programmed functions depends on the phone's status. The relevant display appears once you have pressed a key.

Example 1: Calling saved number

Prerequisite: The idle menu is displayed on the graphic display.

Press key for stored contact. Connection setup is shown in the display.

Example 2: Call Waiting toggle Activating/ deactivating

You can press a key to activate or deactivate call waiting functionality, even during a call. The perquisite for this is that a second call is permitted (→ page 86). By default a second call is permitted.

Press the "Call Waiting toggle" key. The key goes out. The second call function is deactivated. The call is rejected or forwarded.

Example 3: Immediate ring

This function allows you to switch the preset delay (→ page 117) on and off for all line keys. By default the delay is set, the key does not illuminate.

Press the "Immediate ring" key. The key lights up. The delay ringtone is disabled. An incoming call rings immediately regardless of what delay time is configured.

Step by step

Resetting programmable keys

Here you can reset keys you configured back to factory settings (see also → page 164).

Press the key shown.

User

Confirm.

if nec.

Enter and confirm the user password.

Reset

Select and confirm the option shown to switch to the **Reset user data** menu.

Function key data ▲

Select the option shown.

Yes ▲▼

Select and confirm the option shown to delete the content of all keys.

Reset phone

Select and confirm "Reset selected user data." The contents of the keys you configured are deleted.

Keys which can only be configured by service personnel remain unchanged.

Step by step

Enhanced phone functions

Incoming calls

Deflecting a call

Using call deflection

Prerequisite: An incoming call is displayed or signaled. "Deflect" must be allowed.

Deflect? ▲ — Select and confirm the option shown.

089008844 ▼ — If a destination phone number is stored (→ page 75), you can select and confirm it. The call is deflected.

or

If you did not set a phone number when programming call deflection, you are now prompted to enter a destination phone number for call deflection.

Enter and confirm the destination phone number. The call is deflected.

Permitting call deflection

You can also configure this setting via the Web interface → page 178. "Deflect" must be authorized by service personnel.

Press the key shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Incoming calls — Select and confirm the option shown.

Deflecting? — Select and confirm the option shown.

Allow deflection = No ▲▼ — Select and confirm the option shown.

Step by step

Yes ▾

Confirm.

Default destination = ▲▼

Select and confirm the option shown.

Enter and confirm the phone number to which the station should be deflected.

Entering a destination phone number is not mandatory when call deflection is active. If you want to deflect an incoming call, you are prompted to enter a destination phone number if there is none stored.

or

Deflecting to a DSS number

A call can be deflected to a direct station selection (DSS) subscriber using the DSS key, if the key is configured and the deflect function is activated by your service personnel → page 112.

Deflect to DSS = Yes ▲

Information only, as set by service personnel: Yes or No.

Rejecting a call

You can reject an incoming call.

Prerequisite: An incoming call is displayed or signaled. "Reject" must be authorized by service personnel.

Reject? ▲▼

Select and confirm the option shown.
The caller hears a busy signal.

If the rejected caller's phone number is transmitted, it is saved in the call list. You can then call this party back at a later time.

Step by step

Configuring call forwarding

You can also enter the call forwarding settings via the Forwarding key (→ page 55).

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls

Select and confirm the option shown.

Forwarding?

Select and confirm the option shown.

Configuring forwarding

Settings?

Select and confirm the option shown.

For a description of the settings, see chapter "Call forwarding" → page 54.

Step by step

Setting alerts

Use the Call forward alerts menu to enable and disable visual and audible alerts for call forwarding (not possible with the Forwarding key).

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Incoming calls — Select and confirm the option shown.

Forwarding? — Select and confirm the option shown.

Alerts — Select and confirm the option shown.

Visual alerts= No — Select and confirm the option shown.

Yes — Select and confirm the option shown in the Yes/No context menu.

or.

Audible alerts= No — Select and confirm the option shown.

Yes — Select and confirm the option shown.

or.

Forwarding station... — Select the option shown.

Display last — Select and confirm **Display last**/**Display first**.

Save & exit — Select and confirm the option shown.

Step by step

Placing a call on hold

You can use this function to place an ongoing call on hold, for instance, to prevent the other party overhearing a conversation with a colleague in the same room.

Prerequisite: You are conducting a call.

Hold ?

Select and confirm the option shown in the connections's context menu.

or

Press the "Hold" key. The key lights up. (The "Hold" key must be configured → page 66.)

Retrieving a held call

Reconnect ?

Select and confirm the option shown in the connections's context menu.

or

Press the illuminated "Hold" key. (The "Hold" key must be configured → page 66.)

Using line keys

On multi-line telephones you can use the line keys to place ongoing calls on hold.

Press the corresponding line key. The line key LED starts flickering. The call is now on hold.

Retrieving a held call:

Press the corresponding line key. The line key LED lights up. The call is retrieved.

The LED display → page 21 indicates that the call is on hold to other multi-line telephones where this line is also configured. These phones can then pick up the call.

Step by step

Held call wait status

After placing a call on hold, you can replace the handset and then decide if the call should be retrieved or disconnected.

Prerequisite: You placed a call on hold and replaced the handset.

Retrieve held call ? ▾ — Select and confirm the option shown to resume the call in speakerphone mode.

or

Disconnect ? ▴▾ — Select and confirm the option shown to disconnect the call.

The held call is signaled as an incoming call after a specified period of time.

Activating/deactivating the hold reminder tone

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Connected calls? — Select and confirm the option shown.

Allow hold rem. = No ▴▾ — Select and confirm the option shown.

Yes ▾ — Select and confirm the option shown.

Save & exit ▾ — Select and confirm the option shown.

Step by step

Setting the hold reminder time

Use the "Hold reminder" function to set the time after which you want to receive an automatic reminder about a held call.
The minimum value is 1, that is, the reminder is output after one minute. The maximum value is 99 minutes. Press 0 to deactivate the delay.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Connected calls? — Select and confirm the option shown.

Hold rem. delay=3 — Select and confirm the option shown.

Enter a value between 1 and 99 in the input mask and confirm.

Save & exit — Select and confirm the option shown.

Step by step

Music on hold

If the Music on hold option is active, music is played back when you are placed on hold by another party.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Connected calls? — Select and confirm the option shown.

Music on hold = No — Select and confirm the option shown

Yes — Select and confirm the option shown.

Save & exit — Select and confirm the option shown.

Step by step

Call waiting (second call)

You can accept a second incoming call in the course of an ongoing call. The caller hears the on-hook signal while you hear a call-waiting signal tone. A bell appears on the display and next to it the phone number of the caller is shown.
You can ignore or accept the second call. Before you accept the second call, you can end the first call or place it on hold for subsequent retrieval.
You can block the second call or the signal tone (→ page 86).

Accepting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 86).

Accept ▾

Select and confirm the option shown.

You can talk to the second party.
The connection to the first party is on hold.

During the call with the second party, additional functions are available for selection:
- Alternate (see → page 51),
- Complete transfer (see → page 53),
- Conference (see → page 97),
- Blind transfer (see → page 88),
- Hold (see → page 79).
- put on hold and retrieve second and first call successively → page 52

Consultation call from second call

If the second call is your active call you can initiate a consultation call from it.

From a consultation call in the second call you can
- initiate a conference
- toggle between the second call and a consultation call
- put on hold and retrieve second and first call successively → page 52
- transfer a call
- disconnect the calls again

During a consultation in the second call, the first call is parked and can only be unparked when the consultation or second call ends or these calls were connected.

Step by step

Disconnect & return? ▲

Select and confirm the option shown.

The call with the second party is disconnected and the connection to the first party is retrieved.

Ignoring second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 86).

Ignore? ▲▼

Select and confirm the option shown.
The caller still hears the on-hook signal. You can subsequently Accept, Reject or Deflect the second call.

While the ignored second call continues to wait, from the active call you can:

- make a consultation call
- initiate a conference
- toggle between the consultation call and your call party
- transfer a call

A third call would be rejected with the busy signal

If you have disconnected the first call, the ignored second call rings like a normal call.

Rejecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 86).

Reject? ▲▼

Select and confirm the option shown.

The second call is rejected. The caller hears the busy signal. The caller's phone number is added to the missed calls list.

Step by step

Deflecting a second call

Prerequisite: You are conducting a call and call waiting is allowed (→ page 86).

Deflect? ▲

Select and confirm the option shown.

If a destination phone number is stored (→ page 75), you can select and confirm it. The call is deflected.

or

If you did not set a phone number when programming call deflection, you are now prompted to enter a destination phone number for call deflection.

Enter and confirm the destination phone number.

The second call is deflected to the destination specified. You are reconnected with the first party.

Connecting parties

Complete Xfer

Select and confirm the option shown. The other two parties are now connected to one another. You can now hang up or dial another number for instance.

or

Connect by hanging up

Prerequisite: Connecting by hanging up is activated (ask your service personnel) and "Switch assignment" must be set to "Yes" (→ page 87). Before you can be connected by hanging up you must have toggled at least twice (→ page 51).

or

Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. The other two parties are now connected to one another.

Step by step

Allowing call waiting

If the Call waiting (second call) function is deactivated, a caller hears the busy signal if you are already conducting a call.

You can also configure this setting via the Web interface → page 178.

Prerequisite: The option was programmed by your service personnel.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Incoming calls? — Select and confirm the option shown.

Handling? — Select and confirm the option shown.

Allow call waiting = No — Select and confirm the option shown.

Yes — Select and confirm the option shown.

Save & exit — Select and confirm the option shown.

Assuming **Allow call waiting** is generally activated, you can toggle the configured sensor key to switch call waiting on/off (→ page 73).

Step by step

Toggling associate

Set the "Toggle associate" function to Yes if you want to connect to a second or pickup call by hanging up.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Connected calls — Select and confirm the option shown.

Toggle associate = No — Select and confirm the option shown.

Yes — Select and confirm the option shown.

Save & exit — Select and confirm the option shown.

Step by step

Transferring a call

You can transfer your current call to another party with or without consultation.

Blind transfer

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 89).

Blind transfer call? ▲▼ — Select and confirm the option shown.

Enter the phone number of the second party to whom you want to transfer the call.

Start transfer? ▲▼ — Confirm or wait until the autodial delay expires.

The display returns to idle following successful transfer.

Transferring with consultation

You can announce a call to a recipient before transferring it.

Prerequisite: You are conducting a call. The options "Allow Call Transfer" and "Transfer on Ring" were selected (→ page 89).

Consultation? ▼ — Select and confirm the option shown. The call is placed on hold.

Enter the phone number of the party to whom you want to transfer the call.

Dial — Confirm.

If the party answers:

Announce the call you want to transfer.

Complete Xfer? ▲▼ — Select and confirm the option shown.

Step by step

If the party does not answer:

You do not have to wait for the second party to answer before you can transfer the call.

Replace the handset or, if speakerphone mode is active, press the lit key to transfer the call.

If the party does not answer, you will be called back by the first party.

Allowing call transfer

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Connected calls? — Select and confirm the option shown.

Allow call transfer = No — Select and confirm the option shown.

Yes — Select and confirm the option shown.

Save & exit — Select and confirm the option shown.

Step by step

Allowing "Transfer on Ring"

If this option is allowed, you can activate call transfer by replacing the handset even before the called party answers.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Outgoing calls — Select and confirm the option shown.

Transfer on ring = No ▲ — Select and confirm the option shown.

Yes ▼ — Confirm the option shown to activate the callback function.

Save & exit ▼ — Select and confirm the option shown.

Step by step

CTI calls

Beep on auto-answer

Speakerphone mode automatically activates on your phone if you use a CTI application such as Outlook to dial a number when Auto-answer is active. If Auto-answer is not active, the phone rings first and you have to press the loudspeaker key or lift the handset to set up the call. This setting also defines whether or not incoming calls are automatically accepted. If the function is active, an alert beep sounds when an incoming call is automatically accepted.

Information on the operation of the configured CTI application can be found in the corresponding user guide.

You can also configure this setting via the Web interface → page 178.

Prerequisite: The option was programmed by your service personnel.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Configuration

Select and confirm the option shown.

Incoming calls?

Select and confirm the option shown.

CTI calls? ▲▼

Select and confirm the option shown.

AutoAnswer = No ▲▼

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

AutoAnswer beep = No

Select and confirm the option shown.

Yes ▼

Select and confirm the option shown.

Save & exit ▼

Select and confirm the option shown.

Step by step

Beep on auto-reconnect

You can reconnect a held call both via the CTI application and via the phone. A beep sounds when you toggle between an active call and a held call when the function is active.

Prerequisite: The option was programmed by your service personnel.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Incoming calls? — Select and confirm the option shown.

CTI calls? — Select and confirm the option shown.

AutoReconnect beep = No — Select and confirm the option shown.

Yes — Select and confirm the option shown.

Save & exit — Select and confirm the option shown.

Step by step

Making calls

Dialing with the DDS key

You can program frequently used phone numbers on programmable keys (→ page 66). If you press a direct destination selection key briefly, the associated contact or phone number appears and dialing is initiated.

Prerequisite: A direct destination key is programmed → page 66.

Press the programmed DDS key. Dialing is initiated.

Dialing a phone number from a list

The following call lists are available in the "Calls" directory:

- Missed
- Dialed
- Received
- Forwarded

For a detailed description of the call lists, see → page 28.

Press the key shown.

Calls ▲

Select and confirm the option shown.

Dialed ▲▼

Select and confirm the option shown.

Niels, Bohr 30.05. 07:06am

Select and confirm the appropriate list entry.

The phone number associated with the list entry is dialed. If you have not already lifted the handset, conduct the call now in speakerphone mode.

Step by step

Using autodial delay

A number is automatically dialed after a set delay starting from the entry of the number's last digit. The autodial delay can be used:

- when dialing in idle mode
- Consultation
- when transferring an answered call.

The delay can be reduced by performing one of the following activities:

OK

- Pressing the key OK. This always works.

- lifting the handset. This only works if the phone number was entered when the phone was idle or if it was entered for a consultation call when the handset was off hook.

- pressing the loudspeaker key. This only works if the phone number was entered when the phone was idle and the loudspeaker key was not lit or if the phone number was entered for a consultation call and the loudspeaker key was not lit.

If an emergency number is preset by your service personnel, the autodial delay for this phone number is reduced to one second.

Automatic dial delay does not work if you are using a dial plan and **Immediate dialing** is configured (see → page 47). The number is automatically dialed as soon as the string entered matches an entry in the dial plan.

Step by step

Settings for autodial delay

The setting does not affect automatic emergency number dialing.

If you select **Autodial delay**, you must either confirm the "Dial" option, press the loudspeaker key or wait until the autodial delay expires to set up a call when dialing with the handset on hook.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Outgoing calls — Select and confirm the option shown.

Autodial delay = 8 — Select and confirm the option shown.

Enter a value in the input mask and confirm.

Save & exit — Select and confirm the option shown.

Step by step

Allowing "Busy When Dialling"

If you activate this function, an incoming call received while you are performing dialing is rejected. The caller then hears the busy signal.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Outgoing calls — Select and confirm the option shown.

Busy when dialing = No ▲ — Select and confirm the option shown.

Yes ▼ — Select and confirm the option shown.

Save & exit ▼ — Select and confirm the option shown.

Step by step

Conference

Local conference

This type of conference is also referred to as a three-party conference. It involves up to three participants.

Prerequisite: You are conducting a consultation call → page 50 or have accepted a second call → page 83, and the conference function is active → page 98.

Initiating a local conference

Conference?

Select and confirm the option shown in the menu. You are connected to both parties at once. Alternatively you can press an already configured **Conference** key.

Conducting one-on-one calls

1: Party

On the display, select and confirm the first connection you want to clear down.

or

2: Party

On the display, select and confirm the second connection you want to clear down.

Disconnect?

Select and confirm the option shown. You are now involved in a one-to-one call with the remaining call party.

If you already are involved in a secure connection with a party when you initiate a consultation call, the original party is placed on hold. The new consultation connection can be either secure or non-secure. However, the first connection remains secure even if all three parties are now joined together in a conference.

The entire conference is nonsecure if the connection to at least one of the parties is not secure (see also → page 32).

The relevant padlock icon appears on the "Conference" row.

Step by step

Ending a local conference

Allowing call partners to continue a conference after you exit

Prerequisite: The ""Allowing joining in a local conference" → page 99" function is activated.

Exit Conf? ▾ — Select and confirm the option shown in the menu. Both call partners remain connected. You are disconnected from the conference call.

or

or [loudspeaker] — Replace the handset or, if you are in speakerphone mode, press the loudspeaker key. Both call partners remain connected. You are disconnected from the conference call.

Disconnecting a party

End Conf? ▴▾ — Select and confirm the option shown in the menu. Both connections are cleared down – the conference is cleared down.

Allowing a local conference

This option allows or blocks the "Conference" function.

[menu] — You can also configure this setting via the Web interface → page 178.

[menu] — Press the key shown.

User — Select and confirm the option shown.

if nec. [keypad] — Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Connected calls? — Select and confirm the option shown.

Allow conferences = No ▴ — Select and confirm the option shown.

Yes ▾ — Select and confirm the option shown.

Save & exit ▾ — Select and confirm the option shown.

Step by step

Allowing joining in a local conference

You can use this option to decide whether or not your call partners are allowed to join calls after you exit the conference call.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User	Select and confirm the option shown.
if nec.	Enter and confirm the user password.
Configuration	Select and confirm the option shown.
Connected calls?	Select and confirm the option shown.
Allow exit conf = No ▲	Select and confirm the option shown.
Yes ▼	Select and confirm the option shown.
Save & exit ▼	Select and confirm the option shown.

Step by step

System-based conference

This type of conference is also referred to as a large conference. It can include up to ten parties.

Prerequisite: You are conducting a consultation call → page 50 or you have accepted a second call → page 83, and the "System conference" feature was configured by your service personnel.

Establishing a conference

Conference? ▲▼

Select and confirm the option shown in the connection's context menu. You are connected to the first two parties at once. The conference is displayed with the current participants. You can now:

- initiate a consultation call
- put the conference on hold
- leave the conference.

Conducting a consultation call

Consult? ▲▼

Select and confirm the option shown in the "Conference" context menu. If the party answers, you can:

- toggle between the party and the conference
- connect the consultation call to another called party
- end the consultation call and return to the conference
- add the consultation call party to the conference.

If you intend to include the consultation call party in the conference, you can also use the "Hinzufügen zu Konferenz" option instead of the "Consultation" option.

If you want to use a **call list** for the consultation, select **Hold** in the context menu instead of Consult (or Hinzufügen zu Konferenz) or press the **Hold** key and then select the required call list (→ page 102).

Alternatively you can select a call list without using the **Hold** functions - the conference call is automatically placed on **Hold**.

Add party

Prerequisite: You are conducting a consultation call and the conference is on hold.

Step by step

Conference? ▲▼

Select and confirm the option shown in the consultation call's context menu. The party is added to the conference. Only the conference and all current participants are now displayed. You can scroll through the list of participants.

You can also use an already configured **Conference** key instead of the Conference option in the context menu.

Putting the conference on hold

Hold? ▲▼

Select and confirm the option shown in the "Conference" context menu. The conference is placed on hold and you can consult with someone in your office, for instance.

Leaving a conference

Exit Conf? ▲▼

Select and confirm the option shown in the "Conference" context menu. You are disconnected from the conference call and can dial another number, for instance. The other call partners remain connected.

🔒 or 🔓

If using the "System conference" option, the Conference line contains a closed padlock icon for a secure voice connection and an open padlock icon for a nonsecure voice connection → page 32).

The display depends on whether the conference server supports secure voice communication. The appropriate display is set by the conference server.

Step by step

Call lists

For a detailed description of the different call lists, see → page 28.

Dial entry

Press the key shown.

Calls ▲

Select and confirm the option shown.

Missed ▼

For instance, select and confirm the list of missed calls.

The list is sorted chronologically, with the most recent caller first.
You can use the Navigator keys to browse through the list.

Niels, Bohr 13:22

Select and confirm the appropriate list entry. The phone number is dialed.

Delete all entries

Press the key shown.

Calls ▲

Select and confirm the option shown.

Dialed ▼

For instance, select and confirm the list of dialed numbers.

Delete All ▼

Select and confirm the option shown. All entries in the list displayed are deleted.

Step by step

Making calls with multiple lines

You can use your OpenStage 20 E as a multi-line phone. If you have any questions regarding how to configure your OpenStage phone as a multi-line phone, please contact your service personnel.

The following is a description of the telephony scenarios for multi-line phones. To facilitate comprehension, you should familiarize yourself with the enhanced telephony application and how to use the line keys beforehand. You can make further individual settings for your multi-line phone. Refer to the following sections for a detailed description of the individual components:

- Introduction to multi-line phones → page 13
- Lines and line keys → page 20

Incoming calls

Depending on your individual settings, you will be notified of incoming calls → page 155.

Accepting calls for the primary line

In this case, the telephone behaves in the same way as a single-line telephone. See → page 32 and → page 75.

Accepting calls for secondary lines

Prerequisite: The secondary line is configured on your multi-line telephone.

Using the handset

Lift the handset.

Conduct call.

The line used for the ringtone is selected automatically. If there are calls on several lines, you are connected with the line that has been ringing the longest.

Step by step

Using the line keys

Press the flashing line key. Speakerphone mode.

or

Accept? ▾

Confirm. Speakerphone mode.

Making calls

You must seize a line before you can make calls on a multi-line telephone.

Trunk seizure can be configured on an individual basis. Your service personnel can determine if the lines on your telephone can be automatically seized and with which priority.

If you have seized a secondary line, this line is reserved for you for making calls for a specific period as defined by the service personnel. No other user can seize this line during this period, even if the line is also assigned to this user's telephone.

Manual trunk seizure

or

Lift the handset or press speakerphone key.

Press the required line key.

Enter the phone number or use redial, for example. The connection is set up.

Automatic trunk seizure

Prerequisite: Your service personnel has configured automatic trunk seizure.

or

Lift the handset or press speakerphone key.

The line defined during configuration is seized.

Enter the station number. The connection is set up.

Step by step

Dialing the last dialed number

Regardless of the line used, the last number dialed on your telephone is displayed for redialing in the selected number's context menu.

or

Lift the handset or press speakerphone key.

Press the required line key (→ page 104).

Redal is offered on the display as long as a number has been dialed previously:

Redial {1} 12345?

Confirm. The connection is set up.

Forwarding calls for primary line

The call forwarding can only be activated for the primary line. Which call forwards are possible, how they are configured and activated can be found from → page 54.

Call forwarding information

Prerequisite: Your service personnel has activated "Forwarding shown".

If you have activated one of the forwarding types on your phone for the primary line and a station calls, a popup window with the following information opens:

- Who is calling
- The forwarding destination.

Step by step

During calls

Making and receiving calls on a single line

If you only use one line on your multi-line telephone to make calls, and you receive calls on the same line, the phone operates in the same way as a single-line telephone:

- Redial → page 49
- Consultation → page 50
- Alternate → page 51
- Callback→ page 62
- Hold → page 79
- Call waiting (second call) → page 83
- Transferring a call → page 88
- Conference → page 97

Functions available exclusively for the primary line:

- Call lists → page 28
- Voicemail → page 28
- Call forwarding → page 54
- Do not disturb → page 121

Depending on your individual settings, you will be notified of incoming calls → page 154.

Making and receiving calls with multiple lines

Accepting a waiting call

Depending on the settings for "Rollover", you will be notified of incoming calls → page 119.

Prerequisite: You are conducting a call. At the same time, a call is incoming on another line.

Call on line 1.

Press the line key for line 2. The call on line 1 is placed on hold.

Step by step

All multi-line users that share the line on which the call is being held (→ page 20) can now pick up the held call. To prevent other users from answering the held call, you must place the call on "Consultation" hold → page 50.

Depending on the setting made by your service personnel, you may have to press the trunk key twice to accept the call on the other line. The first call is either placed on hold or released depending on the setting.

Conduct call on line 2.

End call on line 2.

Press line key for line 1.

Retrieve call on line 1.

Putting a line on hold

On a multiline telephone you can use the line keys to place calls on hold.

Prerequisite: You are conducting a call.

Press the call-line key.

- The LED line key flashes.
- The LED line displays the hold status on all multi-line phones to which the line is connected.
- On phones connected to the line, a user can press the relevant line key and accept the held call.

During a consultation call or after accepting a waiting call the hold function cannot be used.

Step by step

Lines with hot or warm line function

Your service personnel can configure a hot or warm line for the primary and secondary line.

The function is activated when on
- The Primary line
  you pick up the phone's handset or press the line or loudspeaker key
- the secondary line
  you press the line key.

A number specified by you is dialed with a hot line immediately and with a warm line after a specific time.

Examples:
- The phone in the lift immediately dials the reception number.
- The phone at a patient's bed dials the ward number e.g. after a minute if no other number is dialed.

Entering a number for the hot and warm line function

Specify which number should be dialed when the hot or warm line function is activated.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the User password.

Configuration — Select and confirm the option shown.

Keyset — Select and confirm the option shown.

Lines? — Select and confirm the option shown.

Line — Select and confirm the line you want.

Hot warm dest? = nnnn — Select and confirm the option shown.

Step by step

Enter and confirm the destination.

Save & exit ▾

Select and confirm the option shown.

Busy override

A station of a line trunk group is on a call. It's primary line is configured as a secondary line on your phone. This line now has the status "busy." You can join in the call by pressing the illuminated key of this line (see also → page 20).

Prerequisite: A secondary line is configured on your multiline phone and busy override is enabled for you.

The key of secondary line illuminates – it is busy. You want to join in the call.

Press the lit key. A conference is established. You are connected to the parties on the secondary line. The key continues to illuminates and the conference is shown on the display.

If there is already a conference on the secondary line you are connected to this conference. The conference is shown on the display.

You can now:

- Put the secondary line on hold
- Leave the conference on the secondary line
- Make consultation call
- Accept a second call
- Alternate between a new call party and a conference on the secondary line.
- Include a call party from a consultation or a second call in the conference.

Step by step

Direct station selection keys

Apart from line keys, service personnel can also configure direct station selection (DSS) keys. You can use a DSS key to call an internal station directly, pick up calls for this station or forward calls directly to it.

Calling a station directly

You cannot use DSS if the user is on another call (flashing LED).

Calling from the idle menu

Press the relevant DSS key.The key lights up and a connection is established.

Service personnel can configure the DSS key so that the connection is also established when the DSS station has activated do-not-disturb or call forwarding.

Consultation with the DSS station

Prerequisite: You are conducting a call and service personnel have configured the DSS key for consultation.

Press the relevant DSS key for the consultation. The key lights up and a connection is established.If the station answers, you can toggle, transfer the first call or initiate a conference.

If service personnel have configured transfer instead of consultation, you can only transfer the current call to the DSS station.

Step by step

Call pickup

You can pick up calls for another DSS station. If a call is waiting on their line, the LED flashes.

Indirect pickup

Prerequisite: The auto-answer function must be deactivated → page 91.

Press the DSS key. The call is routed to your primary line and rings.

Lift the handset or press speakerphone key. You are connected with the other party.

Rejecting a call

Prerequisite: Service personnel must activate the reject option for DSS keys and auto-answer must be deactivated → page 91.

Press the DSS key. The call is routed to your primary line and rings.

Select and confirm the option shown in the pop-up menu.
The caller hears a busy signal.

Direct pickup

Prerequisite: The auto-answer function must be activated → page 91.

Press the DSS key. The call is routed to your primary line and you are immediately connected with the other party via speakerphone.

Step by step

Deflecting a call to a DSS station

Prerequisite: The deflect function must be approved for DSS keys. For information on the current setting, see → page 76.

If you receive a call on one of your lines, you can immediately deflect it to the DSS station.

Your phone rings and a line key flashes.

Press the relevant DSS key. The call is deflected to the DSS station. If the DSS station does not answer, you can pick up the call by pressing the DSS key.

LED display on DSS keys

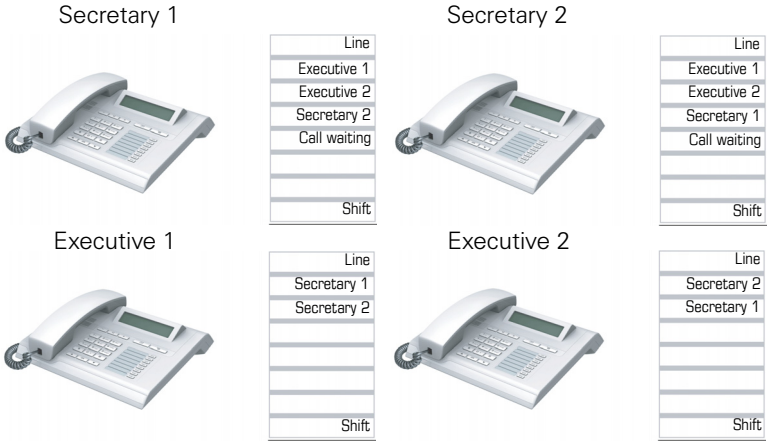
DSS Key	Explanation
	Off: The line is in idle mode.
	Flashes: You can accept a call for the DSS station via the key. The call is routed to your primary line when the call is accepted.
	Illuminates: The line is busy. Provided that second call is activated you can still reach the DSS station via the key. It can accept your call as a second call.

Making calls in an executive-secretary team

An executive-secretary team is configured by the relevant service personnel and may include up to four executive and up to two secretary telephones.

Sample scenarios

This example assumes that two executive and two secretary phones are configured. Calls for the executives are forwarded immediately to the respective secretary phone. A secretary then connects the call with or without consultation to the responsible executive using the direct station selection key.



Prerequisites:

The following call forwards are configured (→ page 54):

- For All calls from Executive 1 to Secretary 1
- For All calls from Executive 2 to Secretary 2
- Forward on Busy and forward on No reply from Secretary 1 to Secretary 2
- Forward on Busy and forward on No reply from Secretary 2 to Secretary 1

"Allow call waiting" should be activated on the secretaries' phones (→ page 86). This function can optionally be activated and deactivated using a key if a key has been configured for it.

Line and direct station selection keys have been configured by service personnel and "Transfer on hangup" and server features have been activated.

Step by step

Accepting a call

Incoming calls for the executives should be forwarded immediately to the assigned secretary and answered there.

Accepting calls at the secretary phone

An incoming call for "Executive 1" rings at the assigned "Secretary 1".

The line key of the "Secretary 1" phone flashes.

The "Secretary 1" direct station selection key on the "Executive 1" phone also flashes.

Press the line key to answer the call. The station answers. The line key flashes **rapidly**.

The "Secretary 1" direct station selection key on the "Executive 1" phone illuminates.

Early call pickup by Executive 1

An incoming call for "Executive 1" rings on "Secretary 1". The "Secretary 1" direct station selection key on the "Executive 1" phone flashes. The "Secretary 1" has not yet answered the call. Before the call is forwarded to "Secretary 2", "Executive 1" picks up the call early.

Press the "Secretary 1" direct station selection key on the "Executive 1" key to answer the call.

If for example a call for "Executive 2" on "Secretary 2" is not answered, "Secretary 1" or "Executive 1" can pick up the call early

Step by step

Forward to Secretary 2

An incoming call for "Executive 1" rings at the assigned "Secretary 1" . The call is **not** answered. After a specified period the call is forwarded to "Secretary 2". The line key of the "Secretary 2" flashes and it rings.

Press the line key on the "Secretary 2" phone to answer the call. The station answers. The "Secretary 2" direct station selection key on the "Executive 1" phone illuminates.

If "Secretary 1" is busy, the call is forwarded immediately to "Secretary 2" if:

- a consultation call is being made or
- "Allow call waiting" is deactivated.

Second call

If "Secretary 1" receives a second call, this can be accepted, ignored, forwarded or rejected. Detailed information on this can be found from → page 83.

If the second call is ignored, it is forwarded to "Secretary 2" after a certain period of time.

If the second call was answered, it can be forwarded using consultation or the direct station selection keys.

Connecting a call

If e. g. the "Secretary 1" answered a call, it can forward the call using the direct station selection keys to the following telephones:

- Executive 1
- Executive 2
- Secretary 2.

The following examples show connections to "Executive 1".

Connecting with consultation

Press the DSS "Executive 1" key. "Executive 1" answers. Announce the call.

or

Hang up or press the loudspeaker key.

You can also select "Complete Xfer" from the context ment.

Step by step

Connecting without consultation

Press the DSS "Executive 1" key. "Executive 1" does not answer.

Complete transfer

Select and confirm the option shown in the pop-up menu.

or

Hang up or press the loudspeaker key. The "Executive 1" phone rings.

If "Executive 1" does not answer the call, so erfolgt ein Wiederanruf (see also → page 88) nach einer eingestellten Zeit.

The "Executive 1" direct station selection key on the "Secretary 1" phone illuminates.

Consultation without connecting

Press the DSS "Executive 1" key. "Executive 1" answers. Transferring is **not** required. The "Secretary 1" takes the call back

Disconnect & return?

Select and confirm in the options menu. The "Secretary 1" is reconnected with the caller.

Toggle, disconnect or conference

During a consultation call "Secretary 1" can toggle between "Executive 1" and the caller, can initiate a conference or disconnect one of the two call parties. More on this subject can be found on pages → page 51 and → page 97.

DSS keys can be used

These keys are configured in such a way that every phone can be reached by every phone in the group. The DSS keys are also used for consultation calls.

Press a team member's DSS key. The relevant phone rings and the party answers.

Step by step

Settings for MultiLine (keyset)

The details for each keyset line contain supplementary information for the user. The following uneditable fields are displayed:

- Address
  - Displays the phone number for the line
- Ringtone on/off
  - Displays whether this line's ringtone is active
- Selection sequence
  - Displays the priority of each line seizure when the handset is lifted or the loudspeaker key for this line is pressed

Setting the time for a delayed ringer

Specify the length of time before a held call should be signaled on a line.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Keyset

Select and confirm the option shown.

Lines

Select and confirm the option shown.

Line 1 ▲▼

Select and confirm the required line (for example, line 1).

Ring delay ▲▼

Select and confirm the option shown.

Enter and confirm a delay value.

Save & exit ▼

Select and confirm the option shown.

You can activate and deactivate the set delay time for all line keys using a function key → page 73.

Step by step

Line preview

Activating via the line keys

Prerequisite: You are already on a call on one line and a further call rings on the secondary line. Service personnel have activated line preview.

Press the flashing line key. A popup window opens and you receive information about the caller.

Press the flashing line key to answer the second call.

If service personnel have deactivated the line preview, a call is answered immediately on a second line when the line key is pressed, without showing caller information.

Activating via preview key

Prerequisite: You have programmed a key with the "Preview" function → page 66. Your service personnel have activated the preview function.

Preview for a call:

You are already conducting a call on one line. A further call rings on a secondary line.

Press the "Preview" key. A popup window opens and you receive information about the caller.

Press the "Preview" key again to hide the preview or wait until the popup closes itself after a specified period of time.

Permanent preview

Press the "Preview" key in idle mode. This way the preview for all lines with "preview mode" remains active until you press the "Preview" key again.

Step by step

Rollover for a line

Your service personnel can determine how rollover calls are to be signaled.

Only the relevant line key blinks.

or

You hear a **special advisory tone** via the currently active microphone and the corresponding line key blinks.

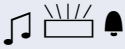
or

The **ringer melody set sounds briefly** (approx. 3 seconds) via the loudspeaker and the corresponding line key blinks.

or

You hear a short **notification tone**

The ringer melody is not played in speakerphone mode.



The telephone rings using the configured call signal, the corresponding line key blinks, and a pop-up menu containing the available information is displayed.

Step by step

Privacy/security

Deactivating the ringer

You can deactivate your ring tone if you do not want to be disturbed by your phone ringing.

Hold down the key in idle mode until the "Ringer off" icon appears on the display.

or

You can also deactivate the function using the option in the idle menu (→ page 24).

Ringer off

Select and confirm the option shown.

Reactivating the ringer

Hold down the key in idle mode until the "Ringer off" icon disappears from the display.
The ringer is reactivated.

or

You can also activate the function using the option in the idle menu (→ page 24).

Ringer on

Select and confirm the option shown.

or

Deactivating the ringtone with a key

Prerequisite: The "Ringer off" key must be programmed (→ page 66).

Press the "Ringer off" key.

An incoming call is signaled by a single ring tone burst.

Press the illuminated key once more to deactivate the "Ringer off" function.

Step by step

Do not disturb

If "Do not disturb" is activated, your telephone will not ring. The caller hears the busy signal. The "Do not disturb" function is activated/deactivated via the idle menu.→ page 24

On multi-line telephones (→ page 13) you can only activate the "Do not disturb" function for your primary line.

Prerequisite: A programmable key is assigned the function "Do Not Disturb" (see → page 66). "Do not disturb" must be activated (→ page 122).

Enabling do not disturb via a key

Press the "Do not disturb" programmable key.

Press the lit programmable key once more to deactivate the "Do not disturb" function.

You can also use the programmable key to activate the "Do not disturb" function during a call or deactivate it when an incoming call is being signaled.

or

Enabling do not disturb via the idle menu

Do not disturb on ▲▼

Select and confirm the option shown in the idle menu. The "Do not disturb" icon appears → page 25.

or.

Do not disturb off ▲▼

Select and confirm the option shown. The do not disturb icon is deleted.

Step by step

Allowing "Do not disturb"

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the user password.

Configuration — Select and confirm the option shown.

Incoming calls? — Select and confirm the option shown.

Handling? — Select and confirm the option shown.

Allow DND = No — Select and confirm the option shown.

Yes — Select and confirm the option shown.

Save & exit — Select and confirm the option shown.

Step by step

Security

User password

Your User password protects your individual configurations, including your language settings. You can also use the User password to lock your telephone → page 126.

Service personnel may have configured the following settings:

- The password is deactivated: You do not have the option of configuring user settings. The message "Password is disabled" is displayed.
- The password is temporarily blocked: You do not have the option of configuring user settings at this time. The message "Password.suspended" is displayed.
- After initially logging onto a user area, you may have to replace the default password with a new password.
- A password can have a predefined period of validity: You will have to create a new password when the period ends. The message "Change Password ({1} days left)" will alert you to this at the appropriate time. The message "Password has expired" appears when the validity period is over. Confirm "Change password" and change the password as described in this section.
- If you repeatedly enter the wrong password (2 to 5 times), additional attempts are blocked. You can make another attempt after a predefined time.
- It is possible that you will not be able to re-use a previously used password for a long time, so you will have to create another "new password". The message "Password requires change" is displayed. This does not affect deactivation of the user password → page 125.
- Your service personnel can tell you about the rules for what and how many characters can or must be used in the password.

The preset password "000000" corresponds to a blank password. In other words, the phone cannot be locked and the user menu is **not** password-protected (see also → page 125)

The User password can also be modified via the Web interface → page 178.

Step by step

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Security?

Select and confirm the option shown.

Change user password ▾

Select and confirm the option shown.

Current password ▾

Select and confirm the option shown.

Enter the current password (at least six characters, text entry, see → page 22) and confirm your entry.

New user password ▴▾

Select and confirm the option shown.

Enter a new password (at least six characters) and confirm (text entry, see → page 22).

Confirm new user password ▴▾

Select and confirm the option shown.

Enter the new password again and confirm with OK.

Save & exit ▾

Select and confirm the option shown.

Step by step

Deactivating the user password

You can deactivate the phone's password prompt if a password has already been configured.

The deactivation of the password prompt does not affect the Web interface → page 178 or CTI applications that use a password prompt. As long as the user password is deactivated, you do not have access to user settings via the Web interface.

If you deactivate the user password, you are **not** able to lock the phone → page 126 and the user menu is **not** password-protected.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Security?

Select and confirm the option shown.

Change user password ▾

Select and confirm the option shown.

Current password ▾

Select and confirm the option shown.

Enter the current password (at least six characters, text entry, see → page 22) and confirm your entry.

New user password ▴▾

Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password. Confirm entry (at least 6 characters, (text entry, see → page 22).

Confirm new user password ▴▾

Select and confirm the option shown.

Enter six zeros ("000000") to deactivate the password (for text input, see → page 22) and confirm.

Save & exit ▾

Select and confirm the option shown.

Step by step

Phone locking

You can lock your phone to protect it against unauthorized access. In this way, no one can make calls or change your user settings unless they know your user password.

If an emergency number has been entered on the phone by service personnel, "emergency call" is then offered as an option on the display when the lock is activated. You can also enter the emergency number via the keypad.

You can only lock the phone if you set a user password (→ page 123). The password for this must not be the default setting "000000".

Check if necessary whether the telephone lock function has been activated for you by service personnel.

Activating the phone lock

#	Hold down the key shown.
Confirm lock?	Confirm. The "Locked phone" icon appears on the display → page 25.
or	
≥☰	Press the key shown.
User	Select and confirm the option shown.
	Enter and confirm the user password.
Security?	Select and confirm the option shown.
Phone lock? ▲▼	Select and confirm the option shown.
Phone lock = No ▼	Select and confirm the option shown.
Yes ▼	Select and confirm the option shown.
Save & exit ▼	Select and confirm the option shown. The phone is locked.

Step by step

If an emergency number has been entered on the telephone by service personnel, **Emergency call** will be offered on the display once you have activated the phone lock. You can also dial the emergency number via the keypad.

Unlocking the phone

The following is displayed: Phone locked.

There are two options available for unlocking the phone:
- User unlock
- Admin unlock

User unlock?

Select and confirm if you know the user password. You are prompted to enter the user password.

or

Admin unlock?

Select and confirm if you only know the administrator password. You are prompted to enter the administrator password.

User password or enter and confirm the administrator password. The phone is unlocked if the password is correct.

If the telephone is locked, an emergency number entered by service personnel can be dialled using the keypad or the option **Emergency call**.

If the telephone is locked repdial keys cannot be used. This also applies if the emergency number is saved on it.

Step by step

Mobility

Prerequisite: Your phone is configured to support mobility by service personnel. A DLS server is available in the LAN and its address is entered in the phone.

Mobility scenarios

When you log on to your phone, or any other mobility-enabled phone, the following scenarios are possible:

Logging on and off at the same phone

- Log on as a mobility user → page 129.
- Log off as a mobility user → page 130.

Logging on and off at different phones

In these cases, service personnel may have made the following settings:

- Log on at a remote phone with forced logon, when the user is still logged on at that phone → page 131.
- Delayed logon at a remote phone with forced logon, when the user is still logged on at that phone and the phone is busy → page 132.

Step by step

Logging on and off at the same phone

Logging on to the phone

Prerequisite: No other mobility user is logged on.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon? ▲▼

Select from the idle display context menu (→ page 24) and confirm.

The **Mobility logon** dialog appears.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following messages appear on the display:
- Logging on mobile user
- Validating
- Registering
- Downloading user data

Once you have completed logon, the mobility icon is shown in the display. .

Step by step

Logging off from the phone

Prerequisite: You are logged on as a mobility user.

Logoff via key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logoff? ▲▼

Select and confirm→ page 24 the option shown in the idle display context menu.

Mobile logoff

Is displayed. You briefly have the option to cancel the logoff, otherwise the logoff process is launched.

In the graphic display, the following messages appear:
- Logging off mobile user
- Uploading user profile
- Registering
- Downloading user data

After you have logged off, the mobility icon is hidden.

Step by step

Logging on at different telephones

An attempted login is rejected if the user is already logged on to another phone and "Logon with forced logoff" is disabled for the mobility user.

Logging on with forced logoff at a remote phone

If the user is already logged on at another phone and the remote phone is busy, the logon is rejected.

If however, your service personnel enabled "Forced logoff during call" without setting a time, the system does not consider whether or not the remote phone is busy.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display context menu → page 24.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:
- Validating
- Logging off elsewhere
- Registering

The logoff is simultaneously displayed on the remote phone. Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the display .

Step by step

Logging on with forced, delayed logoff at a remote- phone

If the remote phone is busy and your service personnel enabled "Forced logoff during call" with a set timeout, forced logoff does not occur until this timeout expires.

Logon via a key

If a program key is configured for Mobility.

Press the "Mobility" program key.

or

Logon via the context menu

Mobile logon

Select and confirm the option shown in the idle display context menu → page 24.

Mobility ID

You are prompted to enter your mobility ID.

Enter and confirm Mobility ID, usually a telephone number.

Enter password

You are prompted to enter the password.

Enter and confirm the user password.

The following mobility messages appear in the display:
- Validating
- Logging off elsewhere

At the same time, the display on the busy remote phone shows "Forced logoff pending".After the set timeout the active call is ended and remote logoff is performed.

- Registering
- Downloading user data

Once logon is complete, the "Mobility" program key LED lights up and the mobility icon appears in the display .

Step by step

OpenScape Voice functions

The OpenScape Voice supports a number of functions that you can activate and deactivate from your phone.

On multi-line telephones, the full scope of OpenScape Voice functions is only available for the primary line.

Feature toggle key

You can pick a programmable key and program it as a feature toggle key for activating the "make line busy" and "stop hunt" functions.

You can then use the programmable key to activate or deactivate the relevant OpenScape Voice function on the server for this phone.

You can only program first-level programmable keys because those linked to LEDs are used to display the function status as either **on** (LED on) or **off** (LED off). The LED indicates the status of the function on the server and can therefore change without any of the programmable keys being pressed.

Example:

Switching between "Line busy" and "Line free" (see also → page 140).

Prerequisite: Your service personnel configured a programmable key with the function "Busy" ("make line busy" for the hunt group) → page 70.

Press the programmable key – the key lights up.

Press the illuminated programmable key once again to release the line - the keys stops illuminating.

Step by step

Making anonymous calls

Your service personnel decides whether or not your caller ID (name and phone number) is displayed on a called party's station. **Anonymous** calling is when your data is not transmitted. The settings configured can be deactivated, however, for specific calls.

- If your caller ID is transmitted: your caller ID is displayed.
- If your caller ID is suppressed: "unknown" is displayed.

Deactivating

If your service personnel permanently activated **anonymous calling** for your phone, you can deactivate this setting as follows:

Lift the handset.

Enter the code (see the table of codes → page 148) to transmit the caller information.

You hear a confirmation tone.

Activating

If your service personnel activated caller ID transmission for your phone, you can deactivate this setting as follows:

Lift the handset.

Enter the code (see the table of codes → page 148) to suppress the caller ID.

Wait until you hear the confirmation tone.

Caller ID transfer is suppressed. "Private/Anonymous" appears on the called party's display instead of the caller ID.

Step by step

Temporarily activating anonymous calling for the next call

If your service personnel activated caller ID transmission for your phone, you can deactivate this setting for the next call as follows:

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Dial the phone number of the party you want to contact.

Caller ID transmission is reactivated after this call.

Temporarily deactivating anonymous calling for the next call

If your service personnel suppressed caller ID transmission for your phone, you can enable this setting for the next call as follows:

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Dial the phone number of the party you want to contact. When you end this call, caller ID transmission is suppressed once again for the next call.

Step by step

Creating a list for selective calls

For call acceptance

You can create a list of the phone numbers from which you are willing to accept calls (also known as a selection list). Your service personnel know how long this list may be in the OpenScape Voice used on site in your facility.

A connection is set up if a caller's phone number matches a number in the selection list. If there is a match:

- the caller receives a message that the party refuses to accept any calls with this number,

or

- the call is forwarded to an external phone number.

Contact your service personnel for information on how your OpenScape Voice is configured on site.

Lift the handset.

Enter the code (see the table of codes → page 148).

Various announcements deliver the following information:

- the name of the feature (selective call acceptance)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by step

For call rejection

As for selective call acceptance, you can create a selection list with the phone numbers of parties from whom you are not willing to accept calls. Your service personnel know how long this list may be in the OpenScape Voice used on site in your facility.

A call is not connected if the caller's phone number matches a number in the selection list; the caller is notified that the called party rejects calls from this number. If the caller's number is not in the selection list, the call is to you as usual.

Lift the handset.

Enter the code (see the table of codes → page 148).

Various announcements deliver the following information:

- the name of the feature (selective call rejection)
- the current status (active or inactive)
- the current scope of the selection list.

These announcements are followed by verbal user prompts that let you:

- add entries to the selection list
- delete entries in the selection list
- check the selection list
- activate or deactivate the function.

Step by step

Anonymous calls

Rejecting

You can reject all calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted. In this case, you are not informed that a call was rejected.

Lift the handset.

Enter the code (see the table of codes → page 148).

Accepting

You can also accept calls from parties that activated a data protection feature (for example, caller ID suppression) to prevent their phone number from being transmitted.

Lift the handset.

Enter the code (see the table of codes → page 148).

Step by step

Using abbreviated dialing

Abbreviated dialing gives you access to a central list of frequently dialed phone numbers.

You can dial a specific phone number by simply entering a digit string. As these are three-digit numbers, you can store up to 1000 phone numbers. This list is stored centrally and managed by your service personnel.

Lift the handset.

Enter the code (see the table of codes → page 148) followed by a number between 0 and 999 for the phone number you want to dial.

The number is automatically dialed.

Call tracing

You can request automatic tracing of the last received internal call. This is particularly suitable for identifying malicious, irritating or troublesome calls.

Lift the handset.

Enter the code (see the table of codes → page 148). The phone number is determined. Ask your service personnel for the result.

Step by step

Hunt group functions

To ensure optimum handling of specific calls, your telephone can be assigned to a pickup group → page 39 and/or a hunt group.

Your service personnel can incorporate multiple telephones in a hunt group. If your telephone is assigned to a hunt group, OpenScape Voice forwards calls for the members of your group in accordance with specific rules defined by your service personnel. Hunt groups are a simple solution for distributing calls to a group of telephones.

If you want another member of the group to pick up an incoming call, you can set your telephone to signal the busy status for your line to the other members of the hunt group. Hunt group calls will then no longer be forwarded to your telephone.

Making a line busy

This prevents this line being used for calls in a hunt group.

Activating

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Deactivating

Make the line free once more for the hunt group.

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Step by step

Marking the last line in the hunt group chain

Sets the "stop hunt" line in the hunt group chain. The system will stop looking for a free line in the hunt group chain after it reaches this line.

Activating

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Deactivating

Unmark the line as the end of the hunt group chain.

Lift the handset.

Enter the code (see the table of codes → page 148).

Wait until you hear the confirmation tone.

Step by step

Reachability

You can make either serial calls or simultaneous calls on several sites. The features for this are
- Serial call
- Parallel call

Prerequisite: The service personnel has configured the respective feature for your main number in OpenScape Voice.

Serial call

Managing number lists/activating serial call

Before the serial call number can be activated, a serial call list much be created. This can be prepared either by service personnel or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.

Lift the handset.

Enter the code for the edit mode (see code table → page 148).

The edit mode opens and you hear an announcement with the following information:
- Feature name
- Current status (active/inactive)
- Number of numbers currently on the serial call list

You are prompted to do one of the following:
- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the serial call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the serial call can be activated.

If the serial call is activated, incoming calls are first routed to your phone. If you do not answer within the timeframe defined by the service personnel, the next destination phone rings for the configured period of time.

Step by step

The caller is informed that the call is being routed to another station. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Parallel call

Managing number lists/activating parallel call

Before the parallel call feature can be activated, a parallel call list must be created. This can be prepared either by service personnel or you can create it yourself later. Up to six numbers can be entered in the list for sites on which incoming calls including your main number should be signaled sequentially. Each number can consist of up to 30 digits.

Lift the handset.

Enter the code for the edit mode (see code table → page 148).

The edit mode opens and you hear an announcement with the following information:
- Feature name
- Current status (active/inactive)
- Number of numbers currently on the parallel call list

You are prompted to do one of the following:
- Activate/deactivate the feature (only if numbers are already entered in the list)
- Call up the numbers currently entered in the list.
- Add or delete numbers
- Repeat the options in edit mode

If the parallel call list is still empty, you are prompted to enter numbers in the list. As soon as you have entered a valid number, the parallel call can be activated.

If the parallel call is activated, incoming calls are routed to your phone and all other destination phones in the parallel call list. The connection is established with the first phone that accepts the call.

If the call is not answered by any phone, it is forwarded to the configured forwarding destination (on no reply) or to a "rejection announcement".

Step by step

Activating/deactivating parallel call via code

You can activate/deactivate the parallel call without having to change to edit mode.

Prerequisite: You have already entered numbers in the parallel call list.

Lift the handset.

Enter the code to activate or deactivate the parallel call (see code table → page 148).

Step by step

Parking a call

If you have answered a call for a colleague and cannot forward it to him, you can park the call.

Call park

You are conducting the call. Let the other party know, e.g. that you are trying to connect him.

Enter the code for parking followed by a line number (see code table → page 148).

You receive a confirmation tone. The caller hears a waiting melody.

Replace the handset

Tell your colleague that a call for him is parked and give him the line number.

Unparking

To unpark the call, your colleague must proceed as follows:

Lift the handset.

Enter the unparking code (see code table → page 148). He is prompted to enter a line number.

Enter the specified line number.

Your colleague is now connected with the waiting caller.

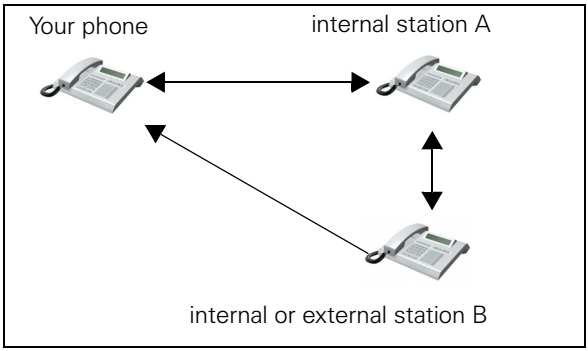
Step by step

Silent Monitoring

If this function has been configured by service personnel and enabled for the destination phone, you can join an active call of an internal station and listen in unnoticed (muted) or with the knowledge of the target station (active).

Active silent monitoring

Station A and B are on a call. You want to listen to the call but so that Station B does not notice but so that you can still talk to Station A.



- You can hear and talk to station A.
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other.

Lift the handset.

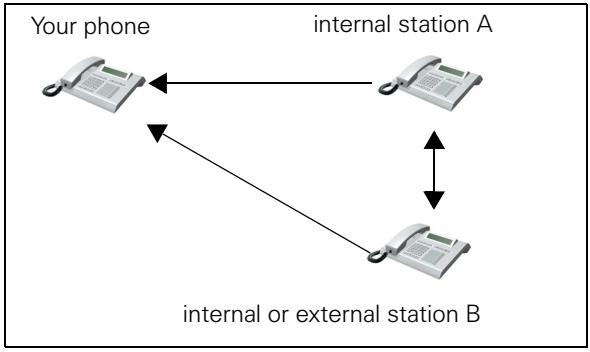
Enter the code for active silent monitoring and the destination number (see code table → page 148). You are connected to the call and can listen. If necessary notify station A.

End the silent monitoring unnoticed by replacing the handset.

Step by step

Muted silent monitoring

Station A and B are on a call. You want to monitor a call but so that neither station notices.



- You can hear station A but cannot talk to him because he cannot hear you
- You can hear station B but cannot talk to him because he cannot hear you.
- Station A and B can hear and speak to each other

Lift the handset.

Enter the code for active silent monitoring and the destination number (see code table → page 148). You are connected to the call and can listen.

End the silent monitoring unnoticed by replacing the handset.

Code table for OpenScape Voice functions

Ask your service personnel to enter the latest codes in the following table. Print this page as an overview.

Function	Code	Description
Making anonymous calls off		→ page 134
Making anonymous calls on		→ page 134
Making anonymous calls temporarily on		→ page 135
Making anonymous calls temporarily off		→ page 135
List for selective call acceptance		→ page 136
List for selective call rejection		→ page 137
Rejecting anonymous calls		→ page 138
Accepting anonymous calls		→ page 138
Using abbreviated dialing		→ page 139
Call tracing		→ page 139
Making a line busy on		→ page 140
Making a line busy off		→ page 140
End of hunt group chain on		→ page 141
End of hunt group chain off		→ page 141
Edit mode for serial call		→ page 142
Edit mode for parallel call		→ page 143
Activating a parallel call		→ page 144
Deactivating a parallel call		→ page 144
Parking a call		→ page 145
Unparking a call		→ page 145
Active silent monitoring		→ page 146
Muted silent monitoring		→ page 147

Step by step

Individual phone configuration

Display

Setting contrast

The display has multiple contrast levels that you can set according to your light conditions.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Phone? — Select and confirm the option shown.

Display ? — Select and confirm the option shown.

Contrast: = — Select and confirm the option shown.

▲ **or** ▼ — Set and confirm the contrast

Save & exit — Select and confirm the option shown.

Step by step

Date and time

This function allows you to select one of three different display modes for the date and manually set the time if necessary.

You can also configure these settings via the Web interface → page 178.

Setting the time

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Date and time? — Select and confirm the option shown.

Time = 14:44 — Select and confirm the option shown. The time set is displayed.

Enter and confirm the time.

Save & exit — Select and confirm the option shown.

Setting the date

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Date and time? — Select and confirm the option shown.

Date = 20.02.2007 — Select and confirm the option shown. The date set is displayed.

Enter and confirm the date.

Save & exit — Select and confirm the option shown.

Step by step

Setting daylight saving time

Prerequisite: **Auto DST** is deactivated → page 152.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Date and time? — Select and confirm the option shown.

Daylight saving = No — Select and confirm the option shown. The time set is displayed.

Yes — Confirm.

Save & exit — Select and confirm the option shown.

Setting the difference between daylight saving and standard time

Prerequisite: **Auto DST** is deactivated → page 152.

Enter the difference to be used for daylight saving time.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Date and time? — Select and confirm the option shown.

Difference (mins) = 60 — Select and confirm the option shown. The difference set is displayed.

Enter and confirm the difference between daylight and standard time in minutes.

Save & exit — Select and confirm the option shown.

Step by step

Automatic daylight saving time

The **Auto DST** setting is provided for information purposes and can only be changed by your service personnel.

You can also access this information via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Date and time?

Select and confirm the option shown.

Daylight saving time must be manually set if a **No** is entered for **Auto DST** → page 151.

Time display format

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Time format = 24 hours ▲

Select and confirm the option shown. The format set is displayed.

12 hours (AM/PM) ▲▼

Select and confirm the time format (12- or 24-hour display).

Save & exit ▼

Select and confirm the option shown.

Step by step

Date display format

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Date format = dd/mm/yyyy

Select and confirm the option shown. The format set is displayed.

yyyy/mm/dd

Select and confirm the format you want.

Save & exit

Select and confirm the option shown.

Step by step

Audio

Volumes

Use this selection to set the following volumes:
- Loudspeaker
- Ringer
- Handset
- Handsfree
- Rollover

You can also configure this setting via the Web interface → page 178.

Example: **Handset**:

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Audio — Select and confirm the option shown.

Volumes? — Select and confirm the option shown.

Handset — Select and confirm the option shown.

▲ **or** ▼ — Set and confirm the volume.

Save & exit — Select and confirm the option shown.

Step by step

Settings

Room character

To ensure that the other party can hear you properly in speakerphone mode, you can adjust the phone to the room acoustics by choosing one of the following room character conditions: "Normal", "Echoing", "Muffled" .

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Audio — Select and confirm the option shown.

Settings? — Select and confirm the option shown.

Room character = Normal — Select and confirm the room character in the context menu (for example, "Normal").

Save & exit — Select and confirm the option shown.

Ringtone

If your service personnel has loaded suitable files to the phone, you can select a realtone file in *.mp3 or *.wav format for the ringer tone. If no individual audio files are available the "pattern" ringtone is preset.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User — Select and confirm the option shown.

if nec. — Enter and confirm the user password.

Audio — Select and confirm the option shown.

Settings? — Select and confirm the option shown.

Step by step

Ringer file = Ring file	Select and confirm the option shown.
Ring file?	Confirm. Required ringtone file[1Select] or "pattern." You will immediately hear the associated ringer melody. Confirm current ringtone file.
Save & exit	Select and confirm the option shown.

Pattern melody

You can also configure this setting via the Web interface → page 178.

Prerequisite: You have choosen the "pattern" ringtone, see → page 155.

	Press the key shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Ringer melody = 2	Select the required pattern melody[] between 1 and 8 (e. g. **4**). You will immediately hear the corresponding Ringer melody. Confirm the selected Ringer melody.
Save & exit	Select and confirm the option shown.

Pattern sequence

You can also configure this setting via the Web interface → page 178.

Prerequisite: You have choosen the "pattern" ringtone, see → page 155.

	Press the key shown.
User	Select and confirm the option shown.
if nec.	Enter and confirm the user password.

1. The phone displays the current setting.

Step by step

Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Ringer tone sequence = 2 ▲▼	Select the required Ringer tone sequence between 1 and 3 (e. g. **2**) You immediately hear the set Ringer melody with the select Ringer tone sequence. Confirm the selected setting.
Save & exit ▼	Select and confirm the option shown.

Country setting for speakerphone mode

Enter the country setting you prefer for speakerphone mode here (see → page 36).

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User	Select and confirm the option shown.
if nec.	Enter and confirm the user password.
Audio	Select and confirm the option shown.
Settings?	Select and confirm the option shown.
Open listening = Standard mode	Select and confirm the setting you want in the context menu ("Standard mode" or "US mode.
Save & exit ▼	Select and confirm the option shown.

Step by step

Tone and indication with an unsecured voice connection

Use this option to activate an alerting tone that you hear when a secure voice connection with the party you are currently talking to ceases to be secure. The message "Nonsecure connection" also appears.

Prerequisite: Secure connection setup is the preference set by your service personnel.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the User password.

Configuration

Select and confirm the option shown.

Connected calls

Select and confirm the option shown.

Secure call alert = No

Select and confirm the option shown.

Yes

Select and confirm the option shown in the context menu.

Save & exit

Select and confirm the option shown.

Step by step

Key click

You can configure whether a key click should be audible when a key is pressed. You can also decide whether this should apply for all keys or only for the keys on the keypad. In addition, you can adjust the click volume or disable the sound.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

Settings — Select and confirm the option shown.

User — Select and confirm the option shown.

if nec. Enter and confirm the User password.

Phone — Select and confirm the option shown.

Key click — Select and confirm the option shown.

Adjusting the volume for the Key click

Volume — Select and confirm the option shown.

Medium — For instance, select and confirm a medium volume level. You can also select one of the following three options:

- Low
- Medium
- High
- Off (for no click)

Key selection

Keys — Select and confirm the option shown.

Keypad only — Select and confirm if the setting is only to apply for the character input keys.

or

All keys — Select and confirm the option shown.

Save & exit — Confirm the option shown.

Step by step

Setting the language and country

Selecting a language

Use this menu option to select the language for operator prompting.

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Language = Deutsch

Select and confirm the option shown. The language set is displayed.

English

Select and confirm to set the required language, in our example, English.

Save & exit

Select and confirm the option shown.

Step by step

You may choose from the following languages:

1. Bahasa Indonesia
2. Bahasa Malaysia
3. Brasileiro
4. Catal‡
5. Ceština
6. Dansk
7. Deutsch
8. Eesti keel
9. English
10. English(US)
11. EspaÒol
12. FranÁais
13. Hrvatski
14. Italiano
15. Latvieöu Valoda
16. Lietuviu Kalba
17. Magyar
18. Nederlands
19. Norsk
20. Polski
21. PortuguÍs
22. Rom‚na
23. Slovencina
24. Slovenski Jezik
25. Srpski Jezik
26. Suomi
27. Svenska
28. T¸rkÁe
29. Ελληνικά
30. Български
31. Македонски Јазик
32. Русски
33. Српски Језик
34. 中文
35. 日本語

Step by step

Country-specific settings

Adapt your phone settings to suit the relevant country-specific conditions (for example, transmission parameters).

You can also configure this setting via the Web interface → page 178.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Locality?

Select and confirm the option shown.

Country = Germany

Select and confirm the option shown. The country set is displayed.

United States

Select and confirm to set the country[1], here US, for instance.

Save & exit

Select and confirm the option shown.

You may choose from the following countries

1.	Argentinien	AR	20.	Luxembourg	LU
2.	Australia	AT	21.	Mexico	MX
3.	Austria	AU	22.	Netherlands	NL
4.	Belgium	BE	23.	New Zealand	NZ
5.	Brazil	BR	24.	Norway	NO
6.	Canada	CA	25.	Poland	PL
7.	China	CN	26.	Portugal	PT
8.	Chile	CL	27.	Russian Federation	RU
9.	Croatia	HR	28.	Singapore	SG
10.	Czech Republic	CZ	29.	Slovakia	SK
11.	Denmark	DK	30.	South Africa	ZA
12.	Finland	FI	31.	Spain	ES
13.	France	FR	32.	Sweden	SE
14.	Germany	DE	33.	Switzerland	CH
15.	Hungary	HU	34.	Thailand	TH
16.	India	IN	35.	Turkey	TR
17.	Ireland	IE	36.	United Kingdom	GB
18.	Italy	IT	37.	United States	US
19.	Japan	JP	38.	Vietnam	VN

1. The phone displays the current setting.

Step by step

Network information

This overview in the user area of the Service menu provides you with information about the IP address of the phone and the HTML address of the Web interface. It also provides real-time data about the network activity of the phone.

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Network information

Select and confirm the option shown. You can browse the following overview:

IP Address: Displays the IP address or name which was assigned to the phone in the network.

WBM URL: HTTP address of the Web interface. This address is specified in the address line of the Internet browser and is used to call the Web interface of the phone in the browser.

DNS domain: The DNS domain that can be assigned to the telephone in addition to the IP address (e.g. http://my-openStage.phone/).

LAN/PC-RX: The network or PC interface data packets received are illustrated dynamically as columns.

LAN/PC-TX: The network or PC interface data packets sent are illustrated dynamically as columns.

LAN/PC autonegotiated: [Yes|No]: Displays whether the network or PC interface data transfer rate is set to automatic (**Yes**) or manual (**?No**).

LAN/PC information: [10|100|1000] Mbit/s: Data transfer rate of the network or PC interface. If an interface is not in use, **Link down** is displayed.

Step by step

Resetting user data

The following user-specific settings changed via the phone menu or the Web interface can be reset to factory settings.

- Display contrast
- Language setting
- Audio settings
  - Volumes
  - Settings
- Call lists
  - All entries are deleted
- Programmable keys
  - All personalized programming is deleted (see also → page 74).

Attention: All data is reset **without** a warning tone.

Initiating the reset

Press the key shown until the "Menu" tab is active.

User

Confirm.

if nec.

Enter and confirm the user password.

Reset

Select and confirm the option shown.

Reset all user data?

Select and confirm the option shown. The user data is reset to factory settings.

or

Cancel?

To cancel the process.

Step by step

Call recording

A central voice recorder is installed in the network for recording calls to which your telephone connects in order to record the current voice traffic. The recorder records the entire voice flow of two or more participants.

Call recording modes

The service personnel can configure the following operating modes for call recording:

- Manual
- AutoStart
- All Calls
- Disabled

The following settings are possible to audibly signal the recording:

- Repeated
- Single Shot
- Off

Check with your service personnel as to which settings were made for your phone.

Mode: ALL CALLS:

The telephone starts and stops the recorder automatically in order to ensure that all calls are being recorded.

Mode: MANUAL

You decide when the recorder is started and stopped or paused. If the recorder is switched on, all further calls will be recorded. If you pause the recorder then nothing will be recorded. If there are no calls, then the recorder likewise pauses.

Mode: AUTOSTART

The telephone starts the recorder automatically. You can stop or pause the recorder yourself however and restart it. If a call has already been recorded, new incoming and outgoing calls will also be recorded. If you pause the recorder during a call, special calls such as consultation calls, call pickups and second calls will not

Step by step

be recorded as long as the recorder is paused. If the telephone reverts to idle status, the AutoStart process is set up again for the next call.

Explanations of recording

Recordable calls

A recordable call is any call that has a call connection status on the telephone. This can be any incoming or outgoing call. It is immaterial here whether a call is set up directly via the telephone or via an application.

- Outgoing
- Incoming
- Consultation
- Pickup
- Reconnect
- Second call
- Connected call
- Conference[1]
- Automatic call acceptance
- Secured or unsecured line

Non-recordable calls

- Outgoing calls that have not yet reached full connection status, such as a ringing call.
- Calls on hold

1. Server-based conference only

Step by step

Enhanced functions:

1. A conference[1] can be set up or cleared down during recording.
2. A consultation can be performed during recording.
3. Call transfer is also available during recording.
4. A second call can be accepted during recording.

The following features are not supported:

1. Playing back recordings over the telephone.
2. Deleting recordings over the telephone.
3. Functions for editing recordings over the telephone.

Recording tips

You will receive the following advisories while a call is being recorded:

- The recording symbol ⚯ on the display (permanent)
- Beep (repeated at intervals for you and your call partner)
- Beep (single at the start of recording for you and your call partner)

The audible advisory can also be switched off. Please check with the relevant service personnel.

Recording calls

Using the call recording feature

The recording function can be used in a similar way to a recorder, for example for recording music. The recorder can be:

- switched on (standby ○)
- switched off or stopped (■)
- started (►)
- paused (❚❚)

The symbols used here by way of example can be found on practically any hardware and software recorder.

1. Server-based conference only

Step by step

Automatic call recording

This is the simplest mode. If you have accepted a call or called a subscriber and the subscriber answers, the call is recorded automatically. Refer to → page 166 to check which calls this can be.

As soon as the recording starts, you will see the recording symbol ⌾ and hear a beep (see also → page 167).

You cannot pause the recording manually in this mode.

Step by step

Manual call recording

Activating or deactivating call recording when the telephone is in idle mode.

Prerequisite: Manual mode is selected. The recording button is configured and indicates the status.

Recording on

Select the option shown in the telephone's context menu to enable the option.

Recording off

or disable the option.

or

Press the recording button to enable the option - the LED key lights up.

or press the key shown to disable the option - the LED extinguishes.

The recording button also indicates the status change if you activated or deactivated call recording via the context menu.

Call recording with AutoStart

Standby mode is activated in principle in idle mode. The recording button LED lights up. You cannot switch off the recorder. As soon as a call is set up, call recording starts automatically.

Lift the handset.

or

Press the key shown.

The station answers. You hear a beep, the recording symbol is shown on the display and the recording button LED remains lighting. The call is now being recorded (see also → page 167)

You can pause the recording at any time and continue it again.

or

If you end the call, the AutoStart process is set up again for the next call.

Step by step

Controlling call recording

Starting call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has not started. The recording button LED is not lighting.

You are conducting a call (see also → page 166).

Press the recording button to start the recording - the LED key lights up.

You hear a beep and the recording symbol ⌾ is shown on the display. The call is now being recorded (see also → page 167)

Pausing call recording manually during a call

Prerequisite: Manual mode or AutoStart is selected. You are conducting a call. Recording has started. The recording button LED lights up.

You are conducting a call (see also → page 166).

Press the recording button to pause the recording - the LED extinguishes and the recording symbol ⌾ on the display disappears.

You can start the recording again at any time, for example to continue recording the current call.

Ending call recording automatically

Prerequisite: You are conducting a call. Recording has started. The recording button LED lights up.

or

The recording is ended automatically as soon as the call is terminated or if the call status changes so that the call is no longer being recorded - for example if a line is placed on manual hold and another line is seized (Multiline).

The LED extinguishes and the recording symbol ⌾ on the display disappears.

Step by step

Consultation during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You initiate a consultation – your main call is placed on hold as a result while the consultation is being performed.

The recording is paused while you initiate the consultation. The recording symbol on the display disappears.

If the consultation partner answers, the consultation call is recorded. You hear a beep and the recording symbol is shown on the display again.

You can now terminate the consultation call or for example switch back to the first call party (alternate) while the consultation call is placed on hold.

Second call during call recording

Prerequisite: You are conducting a call. Recording has started. The recording button LED is lighting.

You are conducting a call. You hear a beep and the recording symbol is shown on the display. The call is now being recorded.

A second call party camps on → page 83.

In the pop-up menu:

Accept

Select and confirm the option shown.
You are connected with the second party. You hear a beep and the recording symbol is shown in the line for the second call – this call is now being recorded. The first party is placed on hold.

Step by step

Call recording while alternating

Prerequisite: You have an active or held consultation or second call. Recording has started. The recording button LED is lighting.

You are connected with the second party. You hear a beep and the recording symbol is shown in the line for the second call.

Alternate

Select and confirm the option shown in the context menu for this connection.

You are switched to the main call. You hear a beep and the recording symbol is shown in the line for the main call – this call is now being recorded.

You can pause and restart the recording at any time in manual and auto start modes.

Your call is paused and reconnected during the recording.

Prerequisite: You are conducting a call that is being recorded.

Your call partner has placed the call on hold. You hear the music on hold. The recording is paused and the recording symbol has disappeared from the display.

Your call partner resumes the call. You hear a beep and the recording symbol is shown on the display.

Step by step

Setting up a conference during recording

Prerequisite: You are conducting a consultation call → page 50 or you have accepted a second call → page 83 and the "System conference" feature was configured by the service personnel. Recording has started. The main call is placed on hold. The recording button LED is lighting.

Conference

Select and confirm the option shown in the connection's context menu. You are connected to both parties at once. The conference is displayed with the current participants.

You hear a beep and the recording symbol is shown in the line for the conference call.

Adding conference participants

Prerequisite: You have set up a conference. The "System conference" feature was configured by the service personnel. The conference call is now being recorded.

You have performed a consultation or accepted a second call (→ page 50 or → page 83). The conference call is placed on hold.

You hear a beep and the recording symbol is shown in the line for the consultation or second call. The call is now being recorded.

Conference

Select the option shown in the context menu for the consultation or second call in order to include the new participant in the conference. The conference is displayed with all current participants.

You hear a beep and the recording symbol is shown again in the line for the conference call.

Step by step

Your call is included in a conference during the recording.

Prerequisite: You are conducting a call that is being recorded. You are to be included in a conference by your call partner. You are placed on hold while the conference is being set up.

You hear the music on hold while your call partner is setting up the conference. The recording is paused and the recording symbol has disappeared from the display.

Your call partner answers again and you are connected to the conference. You hear a beep and the recording symbol is shown in the "Conference" line. The conference call is now being recorded.

Putting a line on hold manually during the recording

There are two options for placing a line manually on hold:

- You place the active line on hold during the call recording and then resume the call on this line.
- You seize a different line during call recording. The first line is placed on manual hold.

Prerequisite: The telephone has more than one line configured. The active line is being recorded. The recording button LED is lighting.

Holding and retrieving the call on the line

You are conducting a call, for example on line A. You hear a beep and the recording symbol is shown on the display. The call is now being recorded.

Press line key A. The line key LED starts flickering. The call is placed on hold. The recording is paused while the call is on hold. The recording symbol on the display disappears.

Step by step

Retrieving a held call:

Press line key A. The line key LED lights up. The call is retrieved. You hear a beep and the recording symbol ⌐⌐ is shown on the display again. Call recording is continued.

Holding a call on the line and conducting a call on a different line

Press line key B – the LED lights up. You hear a beep and the recording symbol ⌐⌐ is shown on the display for line B – this call on line B is being recorded. Line A is placed on hold, call recording of line A has been terminated.

Press line key A to resume the call. You hear a beep and the recording symbol ⌐⌐ is shown on the display for line A – a new recording of line A commences.

Step by step

Diagnostic information

This information overview in the user area of the service menu provides you with information on the current configuration of the telephone:

Press the key shown.

User

Select and confirm the option shown.

if nec.

Enter and confirm the user password.

Diagnostic information

Select and confirm the option shown.

You see a numbered list of telephone parameters with the current settings.

You can see a more structured view of the list via the WEB-Oberfläche → page 178:

Example:

Diagnostic.Information		
2011-05-23 12:24:00		
00	terminal.number:	3334
01	sip.server:	192.168.1.240
02	sip.port:	5060
03	sip.registrar:	192.168.1.240
04	sip.registrar.port:	5060
05	sip.gateway:	192.168.1.240
06	sip.transport:	UDP
07	sip.gateway.port:	5060
08	server.features:	No
09	dns.results:	5060
10	multiline:	No
11	registered.lines:	5060
12	backup.active:	Yes
13	backup.proxy:	
14	software.version:	V3 R0.24.0 SIP 110514
15	display.message:	None
16	last.restart:	2011-05-19T13:42:02

Step by step

Diagnostic.Information		
17	memory.free:	23131K free
18	ip.adress:	192.168.1.203
19	subnet.mask:	255.255.255.0
20	default.route:	192.168.1.2
21	primary.dns:	192.168.1.105
22	secondary.dns:	192.168.1.2
23	route.1.ip:	
24	route.1.gateway:	None
25	route.1.mask:	None
26	route.2.ip:	None
27	route.2.gateway:	None
28	route.2.mask:	None
29	mac-address:	0001e32c680c
30	discovery.mode:	Manual
31	dhcp.reuse:	No
32	lan.port.type:	0
33	pc.port.status:	None
34	pc.port.type:	0
35	pc.port.autoMDIX:	No
36	vlan.id:	
37	qos.layer.2:	
38	qos.layer.2.voice:	5
39	qos.layer.2.signalling:	None
40	qos.layer.2.default:	0
41	qos.layer.3:	Yes
42	qos.layer.3.voice:	13
43	qos.layer.3.signalling:	7
44	lldp.med.operation:	

Web interface

General

You can configure a number of settings for your phone via the Web interface. Communication is via a secure HTTPS connection. Access to the Web interface must be activated by service personnel.

Calling up the Web interface

For more information on the IP address, the Web interface address, and how to connect the telephone to the network, refer to the section entitled "Network information" → page 163.

To call up the interface, open a Web browser and enter the following:

https://[IP address of the phone]

[IP address of the phone] is the IP address of your phone.

https://[Name of the phone]

[Name of the phone] which was assigned by service personnel.

You might receive a certificate notification from the browser. Follow the instructions to download the certificate.

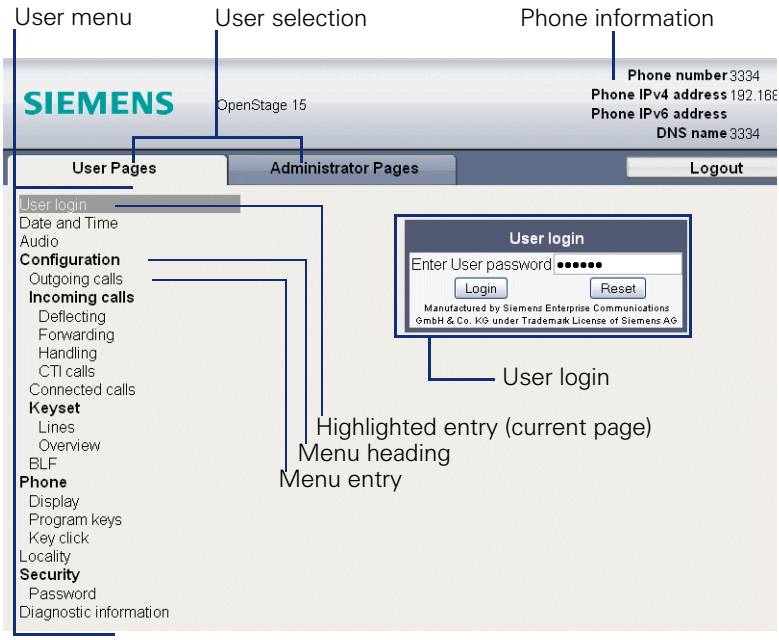
You will be prompted to configure a user password the first time you call up the Web interface → page 123. You must log on with this password in future every time you want to open the User Pages.

Administrator Pages

This area lets you configure settings for administering your phone and the network environment. Access to the Administrator Pages is protected by the admin password. For more information, contact your service personnel or refer to the administration manual.

User pages

The Web interface homepage opens once you have entered and confirmed the phone's IP address:



1. Click a menu heading to display the individual menu entries. Click the menu heading again to close the menu.
2. Click a menu entry to open the corresponding form.
3. Make the desired changes.
4. Click the corresponding button to save or discard your changes.

Button functions

- "Login": Log on to the phone after you have entered the user password
- "Submit": Apply changes
- "Reset": Reset original values
- "Refresh": Update the values.
- "Logout": Log off the phone

User menu

All settings that you can make via the Web interface's user menu can also be made via the phone's user menu

User Pages

User login ☎ → page 123

Date and Time
- Local time ☎ → page 150
- Local date (day, month, year) ☎ → page 150
- Allow daylight saving ☎ → page 151
- Difference (minutes) ☎ → page 151
- Auto time change ☎ → page 152

Audio
- Ringer melody (☎ → page 156)
- Ringer tone sequence (☎ → page 156)
- Ring file (☎ → page 155)
- Room Character (☎ → page 155)
- Open listening (☎ → page 157

Configuration
- Outgoing calls
  - Autodial delay (seconds) ☎ → page 94
  - Callback option ☎ → page 64
  - Allow busy when dialing ☎ → page 96
  - Allow transfer on ring ☎ → page 90
  - Allow immediate dialing → page 47
- **Incoming calls**
  - Deflecting
    - Allow deflection (☎ → page 75
    - Default deflect destination ☎ → page 75
    - Deflect to DSS ☎ → page 76
  - Forwarding
    - Settings
      - Forwarding Favorites Destination 1 to Destination 5 ☎ → page 56
      - Forward all calls allowed ☎ → page 58
      - to ☎ → page 58
      - Direct destination ☎ → page 55
      - Forward on busy allowed ☎ → page 58
      - to ☎ → page 58
      - Direct destination ☎ → page 55
      - Forward on no reply allowed ☎ → page 58
      - to ☎ → page 58
      - Direct destination ☎ → page 55
      - No reply delay (seconds)[1] ☎ → page 60

[1]. Only if "Server features" was deactivated by your administrator

- Alerts
  - Visual alerts ☎ → page 78
  - Audible alerts ☎ → page 78
  - Forwarding party → page 61
- Handling
  - Allow call waiting ☎ → page 86
  - Allow DND ☎ → page 122
  - Allow busy when dialing ☎ → page 96
- CTI calls
  - Allow auto-answer ☎ → page 91
  - Allow beep on auto-answer ☎ → page 91
  - Allow auto-reconnect ☎ → page 92
  - Allow beep on auto-reconnect ☎ → page 92

– Connected calls
  - Allow call transfer ☎ → page 89
  - Allow call joining ☎ → page 53
  - Allow exit conference ☎ → page 99
  - Allow hold reminder ☎ → page 80
  - Hold reminder delay (minutes) ☎ → page 81
  - Allow music on hold ☎ → page 82
  - Allow conferences ☎ → page 98
  - Allow secure call alert ☎ → page 158
  - Toggle associate → page 87

– Keyset
- Lines
  - Ring delay (seconds) ☎ → page 117
  - Address[1]
  - Primary line[1]
  - Ring on/off[1]
  - Hot-/Warmline[1]
  - Hot warm destination ☎ → page 108
- Overview

– BLF
  - Busy Lamp Field: **not** for OpenScape Voice

Phone
- Display settings
  - Contrast ☎ → page 149
- Program keys
  - Normal
    - Edit ☎ → page 67 .
  - Shifted
    - Edit ☎ → page 67.
- Key Module (if available such as Program keys)
- Key click
  - Volume
  - Off

[1]. Information - read only

- Low
- Medium
- High

- Keys
  - Keypad only
  - All keys

Locality
- Country ☎ → page 162
- Language ☎ → page 160
- Date format ☎ → page 153
- Time format ☎ → page 152

Security
- Password
  - Current Password
  - New password ☎ → page 123
  - Confirm password

Diagnostic information ☎ → page 176

Fixing problems

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaning fluids containing alcohol or plastic-damaging detergents to clean the telephone. The use of scouring agents is also forbidden.

Troubleshooting

Pressed key does not respond:

- Check if the key is stuck.
- If the telephone is locked repdial keys cannot be used. This also applies when an emergency number is saved on it.

Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen). If the phone is locked, unlock it.

The phone does not ring on call:

Check whether the ringtone is deactivated (see icon in the status bar on the display → page 121). If it is deactivated, activate the ringtone

You cannot dial a number:

Check whether your telephone is locked ("Phone locked. To unlock enter the PIN" appears on the screen). If the phone is locked, unlock it.

To correct any other problems:

First contact the relevant service personnel. If the service personnel are unable to correct the problem, contact Customer Service.

Contact partner in the case of problems

Contact your service personnel if a fault persists for more than five minutes, for example.

Labeling keys

The following options are available for labeling keys of the OpenStage 15 and/or OpenStage Key Module 15 with the functions assigned to them or the saved numbers on them:

Labeling

- By hand:
  Labeling strips are supplied with your OpenStage 15 and OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage 15 or OpenStage Key Module 15.
- With a computer via the Internet:
  You can find the "online labeling tool" together with the user interface at http://wiki.siemens-enterprise.com/index.php/Key_Labelling_Tool.
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

Local user menu

Opening the user menu on the phone

To open the user menu, press the ☰ key.

On the **Settings** tab, select the **User** menu option. You are prompted to enter the User password → page 123. Confirm this with **OK**. The options of the user menu are available.

User menu display

The majority of settings that can be made via the user menu on the phone, can also be made via the web interface → page 178.

Changes are usually confirmed using the **Save & exit** option or discarded using the **Exit (no save)** option.

The options grayed out are not available on the OpenStage 15 or have no function.

⊞ User

Date and time?

- Time = hh:mm → page 150
- Date = DD.MM.YYYY → page 150
- Daylight saving = Yes → page 151
  - No?
  - Return?
- Difference (mins) = mm → page 151
- Auto DST = Yes/No → page 152
- Save & exit
- Exit (no save)

⊞ Audio?

- Volumes?
  - Loudspeaker = → page 154
  - Ringer = → page 154
  - Handset = → page 154
  - Headset =
  - Handsfree = → page 154
  - Rollover = → page 154
  - Save & exit
  - Exit (no save)
- Settings?
  - Ringtone = Ring file → page 155
    - Pattern?
    - Ringer1.wav?
    - Ringer2.wav?

– Ringer3.wav?
– Ringer4.wav?
– Ringer5.wav?
– Ringer6.wav?
– Return?
– Ringer melody = 2 → page 156
– 1?
– 2?
– 3?
– 4?
– 5?
– 6?
– 7?
– 8?
– Return?
– Ringer tone sequence= 1 → page 156
– 1?
– 2?
– 3?
– Return?
– Room character = Normal → page 155
– Normal?
– Echoing?
– Muffled?
– Return?
– Open listening = Standard mode → page 157
– Standard mode?
– US mode?
– Return?
– Save & exit
– Exit (no save)
– Return?

⊞ **User Configuration?**
– Outgoing calls?
– Autodial delay = 6 → page 95
– 1?
– 2?
– 3?
– 4?
– 5?
– 6?
– 7?
– 8?
– 9?
– Return?
– Callback = No → page 64
– Yes?

- Return?
- Busy when dialing = Yes → page 96
  - No?
  - Return?
- Transfer on ring = Yes → page 90
  - No?
  - Return?
- Immediate dialing = Yes → page 47
  - No?
  - Return?
- Save & exit
- Exit (no save)

– Incoming calls?

- Deflecting?
  - Allow deflection = Yes → page 75
    - No?
    - Return?
  - Default destination = → page 75
  - Deflect to DSS = Yes/No[1] → page 76
  - Save & exit
  - Exit (no save)
- Forwarding?
  - Settings?
    - ☐ All calls: 12345 → page 58
      - Turn on?
    - Enter destination → page 56
    - List of saved numbers, if applicable
    - Edit favorites? → page 57
      - Destination 1
      - Destination 2
      - Destination 3
      - Destination 4
      - Destination 5
      - Save & exit
        - Exit (no save)
    - Copy → page 57
    - Paste (if copying is active) → page 57
    - Return
    - ☐ Busy: 12345 → page 58
      - Turn on?
    - Enter destination → page 56
    - List of saved numbers, if applicable
    - Edit favorites? → page 57
      - Destination 1
      - Destination 2
      - Destination 3

[1]. Information - read only

- Destination 4
- Destination 5
- Save & exit
- Exit (no save)

– Copy → page 57
– Paste (if copying is active) → page 57
– Return
– ☐ No reply: 12345 → page 58
– Turn on?
– Enter destination → page 56
– List of saved numbers, if applicable
– Edit favorites? → page 57
– Destination 1
– Destination 2
– Destination 3
– Destination 4
– Destination 5
– Save & exit
– Exit (no save)
– Copy → page 57
– Paste (if copying is active) → page 57
– Set delay = 16[1] → page 60
– Alerts
– Visual alerts = No → page 78
– On?
– Return?
– Audible alerts = No → page 78
– On?
– Return?
– Forwarding party = Display last → page 61
– Display first?
– Display last?
– Return?
– Save & exit
– Exit (no save)
– Handling?
– Allow call waiting = Yes → page 86
– No?
– Return?
– Allow DND = Yes → page 122
– No?
– Return?
– Busy when dialing = Yes → page 96
– No?
– Return?
– Save & exit
– Exit (no save)

[1]. Only if "Server features" was deactivated by your administrator

- CTI calls?
  - AutoAnswer = Yes → page 91
    - No?
    - Return?
  - AutoAnswer beep = Yes → page 91
    - No?
    - Return?
  - AutoReconnect beep = Yes → page 92
    - No?
    - Return?
  - Save & exit
  - Exit (no save)
- Return?

– Connected calls?

- Allow call transfer = Yes → page 89
  - No?
  - Return?
- Allow call joining = Yes → page 53
  - No?
  - Return?
- Allow exit conf = Yes → page 99
  - No?
  - Return?
- Allow hold rem. = Yes → page 80
  - No?
  - Return?
- Hold rem. delay = 8 → page 81
  - 3?
  - 4?
  - 5?
  - 6?
  - 7?
  - 8?
  - 9?
  - 10?
  - 11?
  - 12?
  - 13?
  - 14?
  - 15?
  - Return?
- Music on hold = Yes → page 82
  - No?
  - Return?
- Allow conferences =Yes → page 98
  - No?
  - Return?

- Secure call alert = Yes → page 158
  - No?
  - Return?
- Toggle associate =Yes → page 87
  - No?
  - Return?
- Save & exit
- Exit (no save)

– ⊞ Keyset?

- Lines?
  - Line (one of **eight** possible)
    - Ring delay = 0 → page 117
    - Allow in overview = Yes
      - No?
      - Return?
    - Hot warm action[1] = No Action
    - Hot warm dest = nnnn → page 108
    - Address[1] = nnnn
    - Ring on/off[1] = On
    - Selection order[1] = 1
    - Save & exit
    - Exit (no save)
  - Return?
- Overview?
  - Line (up to **eight** lines)
    - Move down?
    - Move to bottom?
    - Use FPK order?
    - Add all lines?
    - Return?
  - Save
  - Do not save
  - Return?
- Return?

– BLF?

- Busy Lamp Field: **not** for OpenScape Voice
- Return?

⊞ Phone?

- Display settings?
  - Contrast = → page 149
  - Save & exit
  - Exit (no save)
- Program keys

  Press the key to be programmed
  - Normal = Unallocated → page 67
    - Unallocated?

[1]. Information - read only

- *Further functions, see* → page 193
- Label = *predefined or customized*
- Settings = *function-dependent*
- Shifted = Unallocated → page 67
  - Unallocated?
  - *Further functions, see* → page 194
- Label = *predefined or customized*
- Settings = *function-dependent*
- Save & exit
- Exit (no save)

– Key Module (if available such as Program keys)

– Key click
- Options Save & exit
  - Exit (no save)
- Volume → page 159
  - Off
  - Low
  - Medium
  - High
- Keys → page 159
  - Keypad only
  - All keys

– Return?

Locality?

– Country = DE → page 162
- DE?
- *Further countries, see* → page 162
- Return?

– Language = Deutsch → page 160
- Deutsch?
- *Further languages, see* → page 161
- Return?

– Date format = dd/mm/yyyy → page 153
  dd/mm/yyyy?
  yyyy/mm/dd?
- mm/dd/yyyy?
- Return?

– Time format = 24 hour → page 152
- 24 hour?
- 12 Hour (AM/PM)?
- Return?

– Save & exit

– Exit (no save)

Security?

– Change user password? → page 123
- Current password =

- New user password =
- Confirm New user password =
- Save & exit
  - Exit (no save)

– Phone lock? → page 126
- Save & exit
  - Exit (no save)
- Phone lock = No
  - Yes

Network information?
- Phone address = → page 163
- Web address =
- IP address =
- LAN RX =
- LAN TX =
- PC RX =
- PC TX =
- LAN autonegotiated = Yes
- LAN information = 10 Mbps full duplex
- PC autonegotiated = Yes
- PC information = Link down
- Exit (no save)

Diagnostic information → page 176

Reset?
- Reset all user data? → page 164
- Function key data = No? → page 74
  - Yes?
  - Return?
- Reset selected user data? → page 74
- Cancel?

Back?

Key functions

Normal

You can program the following functions on the Normal of the function keys:

- Selected dialing
- Repeat dialing
- Forward all calls
- Forward no reply
- Forward busy
- Mute
- Ringer off
- Hold
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Shift
- Conference
- Headset
- Do not disturb
- Group pickup
- Repertory dial
- Feature toggle
- Mobility
- Directed pickup
- Release
- Callback
- Cancel callbacks
- Consultation
- Call Waiting toggle
- Immediate ring
- PreView
- Call recording
- Start application
- Built in fwd

Shifted

You can program the following functions on the Shifted of the function keys:

- Selected dialing
- Repeat dialing
- Alternate
- Blind transfer call
- Transfer call
- Deflecting
- Conference
- Repertory dial
- Release
- Callback
- Cancel callbacks
- Consultation
- Start application

Index

Numerics

2nd alert 43

A

Accepting calls
  multi-line 103
Administration 30
Allowing call joining 53
Alternate 51
Application 91
Audio
  room character 155
Autodial delay 94
AutoReconnect 92

B

Busy override 109
Busy tone while dialling 43

C

Call
  accepting 33
  deflect 75
  ending 38
  forwarding 54
  holding 79
  incoming 32
  rejecting 76
  transfer 88
Call control 43
Call forwarding
  Activate/deactivate 58
  Copy and insert destination phone numbers 57
  Destination phone number 55
  Favourites 57
  last destination 55
  Save destination phone number 56
  Variable 55
Call forwarding chain 61
Call forwarding favourites 57
Call forwarding information 105
Call list 65
Call lists 102
Call log 28, 65
Call recording
  alternating 172
  automatic 168
  AutoStart 169
  call types 166
  conference 173
  consultation 171
  controlling 170
  line key 174
  manual 169
  modes 165
  second call 171
  symbols 167
  tips 167
  using 167
Call settings
  CTI calls 155
  MultiLine 117
Call waiting 43, 83
Call waiting (second call) 83
Callback 62
Calls 91
CE marking 2
Conference 97
  starting conference 50
Connecting parties 53
Connection options 15
Consultation 43, 50
Consultation call from second call 83
Context 47
Context menus 26
Contrast 149
Copy and insert destination phone numbers 57
CTI 91

D

Date and time 150
Date format 153
Daylight saving 151
Destination phone number 55
Dial plan 94, 126, 127
Display contrast 149
Do not disturb 121
DSS call
  call deflection 112

DSS key
consultation ... 110
indirect pickup ... 111
reject call ... 111
During calls
multi-line ... 106

E
Emergency call ... 126, 127
Emergency number ... 126, 127

F
Forced logoff ... 132
Forwarding ... 54
Forwarding primary line ... 105
Function key
programmable ... 19

G
General information ... 11
Group call ... 39

H
Hold reminder tone ... 80
Holding ... 79
Hot line ... 48
for lines ... 108

I
Idle mode ... 24
Immediate dialing ... 47, 94
Important information ... 2, 3
Incoming calls
multi-line ... 103

K
Key
Immediate ring ... 73
Key click ... 159
Keypad ... 22

L
Language settings ... 160
LED display
direct station selection keys ... 19
function keys ... 19
Line preview ... 118
Line utilization ... 20
Lines
hot/warm line ... 108
Locality ... 157, 162
Location of the telephone ... 3
Logging on and off
as a mobility user ... 129, 131

M
Mailbox key ... 14, 18
Making calls
multi-line ... 104
Menu key ... 14, 18
Microphone ... 38
Missed calls ... 65
Mobility ... 128
forced logoff ... 132
logon, logoff ... 129, 131
Multi-line
accepting calls ... 103
LED display ... 21, 112
Multiline
busy override ... 109
Multi-line telephone ... 13
Music on hold ... 82

N
Normal dialing ... 47

O

Open listening 37
OpenScape Voice 133
  accepting anonymous calls 138
  call tracing 139
  creating a list for selective calls 136
  Feature toggle key 133
  functions 133
  hunt group 140
  making anonymous calls 134
  parallel call 143
  parking 145
  reachability 142
  rejecting anonymous calls 138
  serial call 142
  silent monitoring 146
Operating instructions 2

P

Padlock icon 32
Parallel call 143
Parking 145
Party connection 53
Phantom line 20
Phone
  locking 126
Phone settings 149
Picking up the held call 35
Primary line 20
Privacy 120
Private line 20
Program/Service menu 29
Programmable function key 19
Programmable keys 66

R

Reachability 142
Redial 49
Redialing
  multi-line 105
Repdial keys 93
Ringer melody 156
Ringer off 120
Ringtone sequence 156

S

Save destination phone number 56
Second call
  ignoring 84
Second call with consultation call 83
Secondary line 20
Security 120, 123
Serial call 142
Service menu 29
Setting the time 150
Settings 29, 149
Shared line 20
Silent monitoring 146
Single-line telephone 13
Speakerphone distance 3
Speakerphone mode 33, 36

T

Telephone maintenance 183
Time display format 152
Troubleshooting 183

U

Unlocking the phone 127
User interface
  OpenStage 15 14
User password 123
User support 12
Using Ethernet switches 16
Using network ports more efficiently 16

V

Variable call forwarding 55

W

Warm line 48
  for lines 108
Web interface 178, 185

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